| ROC - USW - V1.4 | | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Key Indicator | Measure | Standard | | Key Indicator | Measure | Standard | | Key Indicator | Measure | Standard | | Key Indicator | Measure |
| **Electronic Gateway Availability** | | | | **Electronic Gateway Availability** | | | | **Electronic Gateway Availability** | | | | **Electronic Gateway Availability** | | |
| GA-1 | Gateway Availability - IMA-GUI | Percent | 99.25% | | | | | | | | | | | |
| GA-2 | Gateway Availability - IMA-EDI | Percent | 99.25% | | | | | | | | | | | |
| GA-3 | Gateway Availability - EB-TA | Percent | 99.25% | | | | | | | | | | | |
| GA-4 | System Availability - EXACT | Percent | 99.25% | | | | | | | | | | | |
| | | | | | | | | 42 | Percentage of Time Interface is Available | Percent | 99.25% | 42 | Percentage of Time Interface is Available - Systems used by both the ILEC and CLEC | Percent |
| | | | | | | | | | | | | 42 | Percentage of Time Interface is Available - All other Systems | Percent |
| | | | | | | | | 43 | Notification of Interoffice Outages | Percent | 97% in 15 minutes | 43 | Notification of Interoffice Outages | Percent |
| **Pre-Order/Order** | | | | **Pre-Order/Ordering** | | | | **Pre-Order/Order** | | | | **Pre-Order/Order** | | |
| | | | | 4 | OSS Interoffice Availability - EASE reported for Consumer and Business | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - EDI reported by protocal (SSL3,FTP,NDM,VAN) | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - EI/CORBA for Pre-Order | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - DataGate | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - Verigate | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - LEX | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - RAF - By CLEC | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - TOOLBAR | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - Order Status | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - Trouble Administration | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4 | OSS Interoffice Availability - Provisioning Order Status | Percent | 99.5% - Critical Z Value does NOT apply | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Address Verification (South PREMIS - Texas Only) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Request for Telephone Number (South PREMIS - Texas Only) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - PIC (South PREMIS - Texas Only) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Request for Summary CSR (3 Texas Regions of CRIS) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Service Availability (3 Texas Regions of CRIS) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - CLLI (3 Texas Regions of CRIS) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Due Date (3 Texas Regions of SORD) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Dispatch Required (South LFACS - Texas Only) | Percent | Diagnostic | | | | | | | |
| | | | | 4.1-P | Pre-Order Backend System Database Query Availability - Loop Make Up Information (Loop Qual) | Percent | Diagnostic | | | | | | | |
| PO-1 | Pre-Order/Order Response Times - Appt Scheduling | Seconds | IMA/EDI = <10 | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Service Appointment Scheduling | Seconds | 1.0 Second | 1 | Avg Response Time for OSS Pre-Order Interfaces - Service Appointment Scheduling - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Service Appointment Scheduling - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - Service Avail. Info | Seconds | IMA/EDI = 30 | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Service Availability | Seconds | 6.6 seconds | 1 | Avg Response Time for OSS Pre-Order Interfaces - Service Availability - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Service Availability - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Availability - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Availability - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Service Availability - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - Facility Avail. | Seconds | IMA/EDI = <25 | | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces - Facility Availability - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Facility Availability - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Facility Availability - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Facility Availability - Manual CSRs - Standard | Percent |

## ROC - USW - V1.4  |  "Negotiated" - SBC - V1.7  |  CA Verizon 44 - GTE - JPSA 9/7/99  |  CA Verizon 44 - PacBELL - JPSA 9/7/99

| ROC ID | ROC Description | Unit | Value | SBC # | SBC Description | Unit | Value | GTE # | GTE Description | Unit | Value | PB # | PacBELL Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Facility Availability - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - Street Address Validation | Seconds | IMA/EDI = <10 | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Address Verification | Seconds | 4.7 seconds | 1 | Avg Response Time for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - CSRs | Seconds | IMA/EDI = <12.5 | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Request for CSR | Seconds | 6.6 seconds | 1 | Avg Response Time for OSS Pre-Order Interfaces - Request for Customer Service Record - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Request for Customer Service Record - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - Telephone Number Selection | Seconds | IMA/EDI = <10 | | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces - Request for Telephone Number - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Request for Telephone Number - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Fully Manual | Percent | 95% | | | |
| PO-1 | Pre-Order/Order Response Times - Loop Qualification | Seconds | IMA/EDI = 20 | | | | | | | | | | | |
| | | | | | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Mechanized | Seconds | TBD | 1 | Avg Response Time for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Mechanized | Seconds |
| | | | | | | | | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Received Electronically | Percent | 95% | 1 | Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Standard | Percent |
| | | | | | | | | 1 | Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Fully Manual | Percent | 95% | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Request for Telephone Number | Seconds | 4.5 seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Dispatch Required | Seconds | 12.6 Seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - PIC | Seconds | 19.1 seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Actual Loop Make Up Information Requested - Actual Data Returned | Seconds | 12.6 Seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Actual Loop Make Up Information Requested - Design Data Returned | Seconds | 23 Seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Desing Loop Make Up Information Requested - Design Data Returned | Seconds | 10 Seconds | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - EDI input messages | Seconds | Diagnostic | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - EDI output messages | Seconds | Diagnostic | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - CORBA input messages | Seconds | Diagnostic | | | | | | | |
| | | | | 1 | Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - CORBA output messages | Seconds | Diagnostic | | | | | | | |
| | | | | 1.1 | Avg Response Time for Manual Loop Make-Up Information | Days | 3 Business Days - Critical Z-value Applies | | | | | | | |
| | | | | 1.2-P | Percent of Loop Make-Up Responses Rejected by Response Type | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | 1.3-P | Accuracy of Actual Loop MakeUp Information Provided for DSL Orders - Provided Manually | Percent | 95% or Parity with SWBT DSL Retail or SWBT DSL Affiliate or other CLECs, whichever is higher. | | | | | | | |

| Code | Description | Unit | Value |
|---|---|---|---|
| 1.3-P | Accuracy of Actual Loop MakeUp Information Provided for DSL Orders - Provided Electronically | Percent | 95% or Parity with SWBT DSL Retail or SWBT DSL Affiliate or other CLECs, whichever is higher. |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop Pre-Qualification Process - FAX/LEX | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop Pre-Qualification Process - EDI/Datagate | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop Pre-Qualification Process - Verigate | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Manual Loop MakeUp Information - FAX/LEX | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Manual Loop MakeUp Information - EDI/Datagate | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Manual Loop MakeUp Information - Verigate | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop MakeUp Information - FAX/LEX | HH:MM:SS | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop MakeUp Information - EDI/Datagate | HH:MM:SS | 6.6 Seconds |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Manually - Mechanized Loop MakeUp Information - Verigate | HH:MM:SS | 6.6 Seconds |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop Pre-Qualification Process - FAX/LEX | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop Pre-Qualification Process - EDI/Datagate | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop Pre-Qualification Process - Verigate | HH:MM | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Manual Loop MakeUp Information - FAX/LEX | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Manual Loop MakeUp Information - EDI/Datagate | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Manual Loop MakeUp Information - Verigate | Days | 3 Days |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop MakeUp Information - FAX/LEX | HH:MM:SS | 4 Hours |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop MakeUp Information - EDI/Datagate | HH:MM:SS | 6.6 Seconds |
| 1.4-P | Avg Response Time for Missing Actual Loop MakeUp Information Provided Electronically - Mechanized Loop MakeUp Information - Verigate | HH:MM:SS | 6.6 Seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Address Verification - Datagate/EDI/CORBA | Percent | 90% in 8.0 seconds / 95% in 12.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Address Verification - Verigate | Percent | 80% in 5.0 seconds / 90% in 7.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Request for Telephone Number - Datagate/EDI/CORBA | Percent | 90% in 7.0 seconds / 95% in 9.5 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Request for Telephone Number - Verigate | Percent | 80% in 4.0 seconds / 90% in 6.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Request for CSR - Datagate/EDI/CORBA | Percent | 90% in 8.0 seconds / 95% in 13.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Request for CSR - Verigate | Percent | 80% in 7.0 seconds / 90% in 10.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Service Availability - Datagate/EDI/CORBA | Percent | 90% in 12.0 seconds / 95% in 16.0 seconds |
| 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Service Availability - Verigate | Percent | 80% in 11.0 seconds / 90% in 13.0 seconds |

| | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Service Appointment Scheduling - Datagate/EDI/CORBA | Percent | 90% in 1.0 seconds 95% in 2.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Service Appointment Scheduling - Verigate | Percent | 80% in 2.0 seconds 90% in 3.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Dispatch Required - Datagate/EDI/CORBA | Percent | 90% in 15.0 seconds 95% in 25.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Dispatch Required - Verigate | Percent | 80% in 17.0 seconds 90% in 19.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - PIC - Datagate/EDI/CORBA | Percent | 90% in 27.0 seconds 95% in 41.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - PIC - Verigate | Percent | 80% in 25.0 seconds 90% in 27.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Actual data returned - Datagate/EDI/CORBA | Percent | 90% in 15.0 seconds 95% in 25.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Actual data returned - Verigate | Percent | 80% in 17.0 seconds 90% in 19.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Design data returned - Datagate/EDI/CORBA | Percent | 90% in 25.0 seconds 95% in 35.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Design data returned - Verigate | Percent | 80% in 27.0 seconds 90% in 29.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Design Loop Makeup Information Requested - Design Data Returned - Datagate/EDI/CORBA | Percent | 90% in 11.9 seconds 95% in 20.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Design Loop Makeup Information Requested - Design Data Returned - Verigate | Percent | 80% in 13.5 seconds 90% in 15.0 seconds | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Input Message - Datagate/EDI/CORBA | Percent | 90% in = Diagnostic 95% in = Diagnostic | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Input Message - Verigate | Percent | Not Applicable | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Output Message - Datagate/EDI/CORBA | Percent | 90% in = Diagnostic 95% in = Diagnostic | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Output Message - Verigate | Percent | Not Applicable | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Input Message - Datagate/EDI/CORBA | Percent | 90% in = Diagnostic 95% in = Diagnostic | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Input Message - Verigate | Percent | Not Applicable | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Output Message - Datagate/EDI/CORBA | Percent | 90% in = Diagnostic 95% in = Diagnostic | | | | | | | | | |
| | | | | | 2 | Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Output Message - Verigate | Percent | Not Applicable | | | | | | | | | |
| | | | | | 3 | EASE Average Response Time | AGREED TO ELIMINATE | | | | | | | | | | |
| PO-2-A | Electronic Flow-Through - All Electronic LSRs - Resale | Percent | Diagnostic | | | | | | | | | | | | | | |
| PO-2-A | Electronic Flow-Through - All Electronic LSRs - Unbundled Loops | Percent | Diagnostic | | | | | | | | | | | | | | |
| PO-2-A | Electronic Flow-Through - All Electronic LSRs - LNP | Percent | Diagnostic | | | | | | | | | | | | | | |
| PO-2-A | Electronic Flow-Through - All Electronic LSRs - UNE-P (POTS) | Percent | Diagnostic | | | | | | | | | | | | | | |
| PO-2-B | Electronic Flow-Through - All Flow-through Elgible Resale | Percent | Diagnostic (Parity Expectation) | | | | | | | | | | | | | | |
| PO-2-B | Electronic Flow-Through - All Flow-through Elgible Unbundled Loops | Percent | Diagnostic (85% Expectation) | | | | | | | | | | | | | | |
| PO-2-B | Electronic Flow-Through - All Flow-through Elgible LNP | Percent | Diagnostic | | | | | | | | | | | | | | |
| PO-2-B | Electronic Flow-Through - All Flow-through Elgible UNE-P (POTS) | Percent | Diagnostic | | | | | | | | | | | | | | |
| | | | | | 13 | Order Process Percent Flow Through - EASE - Resale POTS | Percent | Parity | | 4 | Percentage of Flow Through Orders - All Electronic Interfaces | Percent | TBD | | 4 | Percentage of Flow Through Orders - All Electronic Interfaces | Percent |
| | | | | | 13 | Order Process Percent Flow Through - EASE - UNE Combos | Percent | Parity | | | | | | | | | |

| ROC ID | ROC Description | Unit | Std | SBC ID | SBC Description | Unit | Std | GTE ID | GTE Description | Unit | Std | PB ID | PacBELL Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 13 | Order Process Percent Flow Through - EASE - POTS | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EASE - Specials (Resale and UNE Combos) | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EASE - UNE Loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EASE - DSL-capable loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EASE - Other | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - Resale POTs | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - UNE Combos | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - POTS | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - Specials (Resale and UNE Combos) | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - UNE Loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - DSL-capable loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - LEX - Other | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - Resale POTs | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - UNE Combos | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - POTS | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - Specials (Resale and UNE Combos) | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - UNE Loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - DSL-capable loops | Percent | Parity | | | | | | | |
| | | | | 13 | Order Process Percent Flow Through - EDI - Other | Percent | Parity | | | | | | | |
| | | | | 13.1 | Total Order Process Percent Flow Through - EASE | Percent | Diagnostic | | | | | | | |
| | | | | 13.1 | Total Order Process Percent Flow Through - LEX | Percent | Diagnostic | | | | | | | |
| | | | | 13.1 | Total Order Process Percent Flow Through - EDI | Percent | Diagnostic | | | | | | | |
| | | | | | | | | 4 | Percentage of Flow Through Orders - SGT/SOT (including PNP) limited to those currently programmed to flow-through. | Percent | TBD | 4 | Percentage of Flow Through Orders - SGT/SOT (including PNP) limited to those currently programmed to flow-through. | Percent |
| | | | | | | | | 4 | Percentage of Flow Through Orders - SGT/SOT aggregate data including all service group/service order combinations received electronically | Percent | TBD | 4 | Percentage of Flow Through Orders - SGT/SOT aggregate data including all service group/service order combinations received electronically | Percent |
| PO-3 | LSR Rejection Notice Interval - Rec'd via IMA | HH:MM | 4.5 Hours | | | | | | | | | | | |
| PO-3 | LSR Rejection Notice Interval - Rec'd via EDI | HH:MM | 4.5 Hours | | | | | | | | | | | |
| PO-3 | LSR Rejection Notice Interval - Rec'd via Fax | HH:MM | 24 Hours | | | | | | | | | | | |
| PO-4 | LSRs Rejected - Rec'd via IMA | Percent | Diagnostic | | | | | | | | | | | |
| PO-4 | LSRs Rejected - Rec'd via EDI | Percent | Diagnostic | | | | | | | | | | | |
| PO-4 | LSRs Rejected - Rec'd via Fax | Percent | Diagnostic | | | | | | | | | | | |
| | | | | 9 | Percent Rejects | Percent | Diagnostic | | | | | | | |
| | | | | 9.1-P | Percent Rejects - Initial LSR and supplemental LSRs for DSL Orders - Initial LSRs | Percent | Diagnostic | | | | | | | |
| | | | | 9.1-P | Percent Rejects - Initial LSR and supplemental LSRs for DSL Orders - Supplemental LSRs | Percent | Diagnostic | | | | | | | |
| | | | | 10 | Percent Mechanized Rejects Returned w/in One Hour of Receipt of LSR - LEX | Percent | 97% w/in 1 Hour | | | | | | | |
| | | | | 10 | Percent Mechanized Rejects Returned w/in One Hour of Receipt of LSR - EDI | Percent | 97% w/in 1 Hour | | | | | | | |
| | | | | 10.1 | Percent Manual Rejects Received Electronically and Returned within 6 Hours. | Percent | 97% | | | | | | | |
| | | | | 10.2-P | Percent of Orders that receive SWB Caused Jeopardy Notifications - Jeopardies previously referred to as Rejects | Percent | Diagnostic | | | | | | | |
| | | | | 10.2-P | Percent of Orders that receive SWB Caused Jeopardy Notifications - Facilities Jeopardies | Percent | Diagnostic | | | | | | | |
| | | | | 10.2-P | Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies | Percent | Diagnostic | | | | | | | |
| | | | | 10.2-P | Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies | Percent | Diagnostic | | | | | | | |
| | | | | 10.3-P | Percent Manual Rejects Received Manually and Returned within 5 Hours | Percent | 97% | | | | | | | |
| | | | | 11 | Mean Time to Return Mechanized Rejects - EDI | HH:MM | Diagnostic | | | | | | | |
| | | | | 11 | Mean Time to Return Mechanized Rejects - LEX | HH:MM | Diagnostic | | | | | | | |
| | | | | 11.1 | Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) | HH:MM | 5 Hours | | | | | | | |
| | | | | 11.2-P | Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects | HH:MM | Diagnostic | | | | | | | |
| | | | | 11.2-P | Average SWB Caused Jeopardy Notification Interval - Facilities Jeopardies | HH:MM | Diagnostic | | | | | | | |
| | | | | 11.2-P | Average SWB Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies | HH:MM | Diagnostic | | | | | | | |
| | | | | 11.2-P | Average SWB Caused Jeopardy Notification Interval - CLEC/End User caused Jeopardies | HH:MM | Diagnostic | | | | | | | |
| | | | | 12 | Mechanized USOC Provisioning Accuracy | Percent | Parity | | | | | | | |
| | | | | 12.1 | Percent Provisioning Accuracy for Non-Flow Through Orders | Percent | 95% | | | | | | | |
| PO-10 | LSR Accountability | Percent | Diagnostic | | | | | | | | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| PO-15 | Number of Due Date Changes Per Order | Average # | Diagnostic | | | | | | | | |
| PO-5 | FOCs on Time - Fully Electronic - IMA LSR | Percent | 95% w/in 20 minutes | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - Resale Res & Bus POTS, ISDN,Centrex | Percent | 90% w/in 24hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - LNP (1-24 lines) | Percent | 90% w/in 24hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - UNE (1-24 loops) | Percent | 90% w/in 24hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - UNE-P (POTS) | Percent | 90% w/in 24hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - Resale ISDN,ISDNPRI,PBX,DS0,DS1,DS3 | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - LNP (25-49 lines) | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - Resale Centrex, Non-Design,Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes | Percent | 90% w/in 72hrs | | | | | | | | |
| PO-5 | FOCs on Time - Electronic/Manual - EDI LSR - Resale ISDN-PRI | Percent | 90% w/in 96hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - Resale Res & Bus POTS, ISDN,Centrex | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - LNP (1-24 lines) | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - UNE (1-24 loops) | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - UNE-P (POTS) | Percent | 90% w/in 48hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - Resale ISDN,ISDNPRI,PBX,DS0,DS1,DS3 | Percent | 90% w/in 72hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - LNP (25-49 lines) | Percent | 90% w/in 72hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - Resale Centrex, Non-Design,Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes | Percent | 90% w/in 96hrs | | | | | | | | |
| PO-5 | FOCs on Time - Manual - EDI LSR - Resale ISDN-PRI | Percent | 90% w/in 120hrs | | | | | | | | |
| PO-5 | FOCs on Time - ASRs for LIS Trunks | Percent | 85% w/in 8 Bus. Days | | | | | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - Simple Res and Bus | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - Complex Bus (1-200 Lines) | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - Complex Bus (>200 Lines) | Percent | 95% | | | | |
| | | | | 5 | Percent FOCs Returned w/in <Negotiated> - Manually Submited - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks) (1-200 lines) | Percent | Negotiated | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - UNE Loop (1-49 Loops) | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - UNE Loop (≥ 50 Loops) | Percent | 95% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - Switch Ports | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - Simple Res and Bus LNP Only (1-19 lines) | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - Simple Res and Bus LNP Only (20+ lines) | Percent | 95% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - LNP with Loop (1-19 lines) | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - LNP with Loop (20+ lines) | Percent | 95% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - LNP Complex Business (1-19 lines) | Percent | 94% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - LNP Complex Business (20-50 lines) | Percent | 95% | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - LNP Complex Business (50+ lines) | Percent | Negotiated with Notification of Timeframe within 24 Hours | | | | |
| | | | | 5 | Percent FOCs Returned w/in 24 Hours - Manually Submited - CIA Centrex (1-200 lines) | Percent | 95% Beginning in Oct '00 | | | | |
| | | | | 5 | Percent FOCs Returned w/in 48 Hours - Manually Submited - CIA Centrex (200+ lines) | Percent | 95% Beginning in Oct '00 | | | | |
| | | | | 5 | Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - Simple Res and Bus | Percent | 95% | | | | |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 5 | Percent FOCs Returned w/in 24 Hours - Electronically Submitted via LEX or EDI - Complex Bus (1-200 Lines) | Percent | 94% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - Complex Bus (>200 Lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in <Negotiated> - Electronically Submitted via LEX or EDI - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks) (1-200 lines) | Percent | Negotiated | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - UNE Loop (1-49 Loops) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - UNE Loop (≥ 50 Loops) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - Switch Ports | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (1-19 lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (20+ lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - LNP with Loop (1-19 lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - LNP with Loop (20+ lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 24 Hours - Electronically Submitted via LEX or EDI - LNP Complex Business (1-19 lines) | Percent | 94% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - LNP Complex Business (20-50 lines) | Percent | 95% | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 24 Hours - Electronically Submitted via LEX or EDI - LNP Complex Business (50+ lines) | Percent | Negotiated with Notification of Timeframe within 24 Hours | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 8 Hours - Electronically Submitted via LEX or EDI - Accounts requiring restructuring for Simple Res and Bus, UNE Loop (1-49),Switch Ports,Simple Res and Bus LNP Only (1-19 lines), and LNP with Loop (1-19 Loops) | Percent | 95% the Average for the last 5% for 95% benchmark or the last 6% for 94% benchmark shall not exceed 20% of the established benchmark, excluding projects. | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 24 Hours - Electronically Submited - CIA Centrex (1-200 lines) | Percent | 95% Beginning in Oct '00 | | | | | | | | |
| | | | | | 5 | Percent FOCs Returned w/in 48 Hours - Electronically Submited - CIA Centrex (200+ lines) | Percent | 95% Beginning in Oct '00 | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "24" hours - Manually Submitted - UNE XDSL Capable Loop (1-49) Loops | Percent | 94% | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "48" hours - Manually Submitted - UNE XDSL Capable Loop (>49) Loops | Percent | 95% | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "24" hours - Manually Submitted - Line Sharing (1-49 Loops) | Percent | Diagnostic | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "48" hours - Manually Submitted - Line Sharing (>49) Loops | Percent | Diagnostic | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "6" hours - Electronically Submitted - UNE XDSL Capable Loop (1-20) Loops | Percent | 95% | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "14" hours - Electronically Submitted - UNE XDSL Capable Loop (>20) Loops | Percent | 95% | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "6" hours - Electronically Submitted - Line Sharing (1-49 Loops) | Percent | Diagnostic | | | | | | | | |
| | | | | | 5.1-P | Percent FOCs for XDSL-capable loops and Line sharing Returned within "14" hours - Electronically Submitted - Line Sharing (>49) Loops | Percent | Diagnostic | | | | | | | | |
| | | | | | 5.2-P | Percent FOCs Returned within 7 Days on ASR requests - Interconnection Facilities and Trunks | Percent | 95% | | | | | | | | |
| | | | | | 5.2-P | Percent FOCs Returned within 5 Days on ASR requests - Unbundled Dedicated Transport - DS3s | Percent | 95% | | | | | | | | |
| | | | | | 5.2-P | Percent FOCs Returned within 1 Days on ASR requests - Unbundled Dedicated Transport - DS1s | Percent | 95% | | | | | | | | |
| | | | | | 5.2-P | Percent FOCs Returned within <Negotiated> Days on ASR requests - Projects | Percent | Negotiated | | | | | | | | |

| | | |
|---|---|---|---|
| 6 | Average Time to Return FOC - Manually Submited - Simple Res and Bus | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submitted - Complex Bus (1-200 Lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submitted - Complex Bus (>200 Lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submitted - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks) (1-200 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submitted - UNE Loop (1-49 Loops) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submitted - UNE Loop (≥ 50 Loops) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - Switch Ports | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - Simple Res and Bus LNP Only (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - Simple Res and Bus LNP Only (20+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - LNP with Loop (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - LNP with Loop (20+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - LNP Complex Business (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - LNP Complex Business (20-50 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - LNP Complex Business (50+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - CIA Centrex (1-200 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Manually Submited - CIA Centrex (200+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Complex Bus (1-200 Lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Complex Bus (>200 Lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks) (1-200 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - UNE Loop (1-49 Loops) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - UNE Loop (≥ 50 Loops) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Switch Ports | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (20+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP with Loop (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP with Loop (20+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (1-19 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (20-50 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (50+ lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - Accounts requiring restructuring for Simple Res and Bus, UNE Loop (1-49),Switch Ports,Simple Res and Bus LNP Only (1-19 lines), and LNP with Loop (1-19 Loops) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - CIA Centrex (1-200 lines) | HH:MM | Diagnostic |
| 6 | Average Time to Return FOC - Electronically Submitted via LEX or EDI - CIA Centrex (200+ lines) | HH:MM | Diagnostic |
| 6.1 | Average Time to Return DSL FOCs - Manually Submitted - UNE XDSL Capable Loop (1-49) Loops | HH:MM | Diagnostic |
| 6.1 | Average Time to Return DSL FOCs - Manually Submitted - UNE XDSL Capable Loop (>49) Loops | HH:MM | Diagnostic |
| 6.1 | Average Time to Return DSL FOCs - Manually Submitted - Line Sharing (1-49 Loops) | HH:MM | Diagnostic |

| ROC No. | ROC Description | ROC Unit | ROC Std | SBC No. | SBC Description | SBC Unit | SBC Std | GTE No. | GTE Description | GTE Unit | GTE Std | PB No. | PB Description | PB Unit | PB Std |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 6.1 | Average Time to Return DSL FOCs - Manually Submitted - Line Sharing (>49) Loops | HH:MM | Diagnostic | | | | | | | | |
| | | | | 6.1 | Average Time to Return DSL FOCs - Electronically Submitted - UNE XDSL Capable Loop (1-20) Loops | HH:MM | Diagnostic | | | | | | | | |
| | | | | 6.1 | Average Time to Return DSL FOCs - Electronically Submitted - UNE XDSL Capable Loop (>20) Loops | HH:MM | Diagnostic | | | | | | | | |
| | | | | 6.1 | Average Time to Return DSL FOCs - Electronically Submitted - Line Sharing (1-49 Loops) | HH:MM | Diagnostic | | | | | | | | |
| | | | | 6.1 | Average Time to Return DSL FOCs - Electronically Submitted - Line Sharing (>49 Loops) | HH:MM | Diagnostic | | | | | | | | |
| | | | | | | | | 2 | Average FOC/LSC Notice Interval - Electronically Received/Electronically Handled | HH:MM | 20 Minutes | 2 | Average FOC/LSC Notice Interval - Electronically Received/Electronically Handled | HH:MM | |
| | | | | | | | | 2 | Average FOC/LSC Notice Interval - Electronically Received/Manually Handled | HH:MM | 6 Hours | 2 | Average FOC/LSC Notice Interval - Electronically Received/Manually Handled | HH:MM | |
| | | | | | | | | 2 | Average FOC/LSC Notice Interval - Manually Received/Manually Handled | HH:MM | 12 Hours | 2 | Average FOC/LSC Notice Interval - Manually Received/Manually Handled | HH:MM | |
| | | | | | | | | 2 | Average FOC/LSC Notice Interval - Interconnection Trunks - All | Days | 5 Days | | | | |
| | | | | | | | | | | | | 2 | Average FOC/LSC Notice Interval - Interconnection Trunks - New | Days | |
| | | | | | | | | | | | | 2 | Average FOC/LSC Notice Interval - Interconnection Trunks - Augment | Days | |
| PO-6 | Work Completion Notification Timeliness - Transmitted via IMA | HH:MM | Diagnostic | | | | | | | | | | | | |
| PO-6 | Work Completion Notification Timeliness - Transmitted via EDI | HH:MM | Diagnostic | | | | | | | | | | | | |
| | | | | 7 | Percent Mechanized Completions Returned w/in 1 Hour of Completion in Ordering Systems - Resale, UNEs, Combinations | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | 7 | Percent Mechanized Completions Returned w/in 1 Day of Completion in Ordering Systems - Resale, UNEs, Combinations | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | 7.1 | Percent Mechanized Completions Notifications Available Within One Day of Work Completion - LEX | Percent | 97% | | | | | | | | |
| | | | | 7.1 | Percent Mechanized Completions Notifications Available Within One Day of Work Completion - EDI | Percent | 97% | | | | | | | | |
| | | | | 8 | Average Time to Return Mechanized Completions - Resale, UNEs, Combinations | AGREED TO ELIMINATE | | | | | | | | | |
| PO-8 | Jeopardy Notice Interval - Non Designed Services | Avg. Bus. Days | Parity w/ Retail POTS | | | | | | | | | | | | |
| PO-8 | Jeopardy Notice Interval - Unbundled Loops and Number Portability | Avg. Bus. Days | Parity w/ Retail POTS | | | | | | | | | | | | |
| PO-8 | Jeopardy Notice Interval - LIS Trunks | Avg. Bus. Days | Parity w/ Retail FGD | | | | | | | | | | | | |
| PO-8 | Jeopardy Notice Interval - UNE-P (POTS) | Avg. Bus. Days | Parity w/ Retail POTS | | | | | | | | | | | | |
| PO-9 | Timely Jeopardy Notices - Non Designed Services | Percent | Parity w/ Retail POTS | | | | | | | | | | | | |
| PO-9 | Timely Jeopardy Notices - Unbundled Loops and Number Portability | Percent | Parity w/ Retail POTS | | | | | | | | | | | | |
| PO-9 | Timely Jeopardy Notices - LIS Trunks | Percent | Parity w/ Retail FGD | | | | | | | | | | | | |
| PO-9 | Timely Jeopardy Notices - UNE-P (POTS) | Percent | Parity w/ Retail POTS | | | | | | | | | | | | |
| | | | | | | | | 6 | Average Jeopardy Notice Interval - By Electronic Interface | HH:MM | TBD | 6 | Average Jeopardy Notice Interval - By Electronic Interface | HH:MM | |
| | | | | | | | | 6 | Average Jeopardy Notice Interval - By Service Group Type | HH:MM | TBD | 6 | Average Jeopardy Notice Interval - By Service Group Type | HH:MM | |
| | | | | | | | | 6 | Average Jeopardy Notice Interval - By Lack of Facilities and all other | HH:MM | TBD | 6 | Average Jeopardy Notice Interval - By Lack of Facilities and all other | HH:MM | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - By Electronic Interface | Percent | Parity | 5 | Percentage of Orders Jeopardized - By Electronic Interface | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - By Service Group Type | Percent | Parity | 5 | Percentage of Orders Jeopardized - By Service Group Type | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - By Lack of Facilities and all other. | Percent | Parity | 5 | Percentage of Orders Jeopardized - By Lack of Facilities and all other. | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - 2/4w (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 5 | Percentage of Orders Jeopardized - 2/4q (8dB) analog loop | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 5 | Percentage of Orders Jeopardized - 2/4w (5.5dB) assured analog loop | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 5 | Percentage of Orders Jeopardized - 2w digital loop (ISDN capable) | Percent | |
| | | | | | | | | 5 | Percentage of Orders Jeopardized - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 5 | Percentage of Orders Jeopardized - 2w digital loop (XDSL capable), | Percent | |

| | ROC - USW - V1.4 | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 5 | Percentage of Orders Jeopardized - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 5 | Percentage of Orders Jeopardized - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 5 | Percentage of Orders Jeopardized - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 5 | Percentage of Orders Jeopardized - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 5 | Percentage of Orders Jeopardized - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 5 | Percentage of Orders Jeopardized - UNE Port - PBX DID | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Dedicated Transport (inc DS1 and DS3) | Percent | Parity with HICAP Designed | 5 | Percentage of Orders Jeopardized - UNE Dedicated Transport (inc DS1 and DS3 | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - UNE Platform (PB Only) | Percent | N/A | 5 | Percentage of Orders Jeopardized - UNE Platform (PB Only) | Percent |
| | | | | | | | 5 | Percentage of Orders Jeopardized - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 5 | Percentage of Orders Jeopardized - Interconnection Trunks | Percent |
| | | | | | | | | | | | | | |
| **Ordering and Provisioning** | | | | **Ordering and Provisioning** | | | | **Ordering and Provisioning** | | | | **Ordering and Provisioning** | |
| OP-2 | Calls Answered w/in 20 sec. - Interconnect Prov. Ctr | Percent | Parity | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Percent | Parity with Retail | | | | | | | | | | |
| OP-3 | Installations Commitments Met - UNE-P, POTS | Percent | Parity with Like Retail Service | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Sub Loop Unbundling | Percent | Diagnostic | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay | Percent | Parity with Retail | | | | | | | | | | |
| OP-3 | Installations Commitments Met - LIS Trunks | Percent | Parity with Qwest Interoffice Trunks | | | | | | | | | | |
| OP-3 | Installations Commitments Met - UDIT - DS1 Level | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | |
| OP-3 | Installations Commitments Met - UDIT - Above DS1 level | Percent | Parity with Retail Private Lines above DS1 level | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - Analog Loop | Percent | 90% | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - Non-Loaded Loop (2 wire) | Percent | 90% | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - Non Loaded Loop (4 wire) | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - DS1 Capable | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - ISDN Capable | Percent | Parity with retail ISDN BRI | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - ADSL Qualified | Percent | 90% | | | | | | | | | | |

| | ROC - USW - V1.4 | | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA | | | | CA Verizon 44 - PacBELL - JPSA | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OP-3 | Installations Commitments Met - Unbundled Loops - Loop types of DS3 and higher | Percent | Parity with retail DS3 and higher | | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Unbundled Loops - Dark Fiber - Loop | Percent | Diagnostic | | | | | | | | | | | |
| OP-3 | Installations Commitments Met - E911/911 Trunks | Percent | Parity with retail E911/911 Trunks | | | | | | | | | | | |
| OP-3 | Installations Commitments Met - Enhanced Extended Links (EELs), including UNE-C | Percent | Diagnostic | | | | | | | | | | | |
| | | | | 28 | Percent Installations Completed Within 3 Days - No Field Work - POTS | Percent | Parity with Ameritech | | | | | | | |
| | | | | 28 | Percent Installations Completed Within 3 Days - No Field Work - CIA Centrex | Percent | Parity with Ameritech | | | | | | | |
| | | | | 28 | Percent Installations Completed Within 3 Days - No Field Work - UNE Combo | Percent | Parity with Ameritech | | | | | | | |
| | | | | 28 | Percent Installations Completed Within 5 Days - Field Work - POTS | Percent | Parity with Ameritech | | | | | | | |
| | | | | 28 | Percent Installations Completed Within 5 Days - Field Work - UNE Combo | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - POTS - Field Work | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - POTS - No Field Work | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - POTS - Business Class of Service | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - Residence Class of Service | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - UNE Combo - Field Work | Percent | Parity with Ameritech | | | | | | | |
| | | | | 29 | Percent Ameritech Caused Missed Due Dates - UNE Combo - No Field Work | Percent | Parity with Ameritech | | | | | | | |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - 2/4q (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 8 | Percent Completion Within Standard Interval - 2/4q (8dB) analog loop | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 8 | Percent Completion Within Standard Interval - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 8 | Percent Completion Within Standard Interval - 2w digital loop (ISDN capable) | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 8 | Percent Completion Within Standard Interval - 2w digital loop (XDSL capable), | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 8 | Percent Completion Within Standard Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 8 | Percent Completion Within Standard Interval - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 8 | Percent Completion Within Standard Interval - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 8 | Percent Completion Within Standard Interval - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 8 | Percent Completion Within Standard Interval - UNE Port - PBX DID | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Dedicated Transport (inc DS1 and DS3 | Percent | Parity with HICAP Designed | 8 | Percent Completion Within Standard Interval - UNE Dedicated Transport (inc DS1 and DS3 | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - UNE Platform (PB Only) | Percent | N/A | 8 | Percent Completion Within Standard Interval - UNE Platform (PB Only) | Percent |
| | | | | | | | | 8 | Percent Completion Within Standard Interval - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 8 | Percent Completion Within Standard Interval - Interconnection Trunks | Percent |

| | ROC - USW - V1.4 | | | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 11 | Percent of Due Dates Missed - 2/4q (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 11 | Percent of Due Dates Missed - 2/4q (8dB) analog loop | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 11 | Percent of Due Dates Missed - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 11 | Percent of Due Dates Missed - 2w digital loop (ISDN capable) | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 11 | Percent of Due Dates Missed - 2w digital loop (XDSL capable), | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 11 | Percent of Due Dates Missed - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 11 | Percent of Due Dates Missed - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 11 | Percent of Due Dates Missed - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 11 | Percent of Due Dates Missed - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 11 | Percent of Due Dates Missed - UNE Port - PBX DID | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Dedicated Transport (inc DS1 and DS3 | Percent | Parity with HICAP Designed | 11 | Percent of Due Dates Missed - UNE Dedicated Transport (inc DS1 and DS3 | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - UNE Platform (PB Only) | Percent | N/A | 11 | Percent of Due Dates Missed - UNE Platform (PB Only) | Percent |
| | | | | | | | | 11 | Percent of Due Dates Missed - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 11 | Percent of Due Dates Missed - Interconnection Trunks | Percent |
| OP-4 | Installation Interval - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Avg. Bus. Days | Parity with Retail | | | | | | | | | | | |
| OP-4 | Installation Interval - UNE-P, POTS | Avg. Bus. Days | Parity with Like Retail Service | | | | | | | | | | | |
| OP-4 | Installation Interval - Shared Loop/Line Sharing | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-4 | Installation Interval - Sub-Loop Unbundling | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-4 | Installation Interval - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay | Avg. Bus. Days | Parity with Retail | | | | | | | | | | | |
| OP-4 | Installation Interval - LIS Trunks | Avg. Bus. Days | Parity with Qwest Interoffice Trunks | | | | | | | | | | | |
| OP-4 | Installation Interval - UDIT - DS1 Level | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-4 | Installation Interval - UDIT - Above DS1 level | Avg. Bus. Days | Parity with Retail Private Lines above DS1 level | | | | | | | | | | | |
| OP-4 | Installation Interval - Dark Fiber - IOF | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - Analog Loop | Avg. Bus. Days | High Density - 6 Days  Low Density - 7 Days | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - Non-Loaded Loop (2 wire) | Avg. Bus. Days | High Density - 6 Days  Low Density - 7 Days | | | | | | | | | | | |

| Code | Measure (ROC-USW) | Unit | Standard | No | Measure (SBC) | Unit | Standard | No | Measure (GTE) | Unit | Standard | No | Measure (PacBELL) | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OP-4 | Installation Interval - Unbundled Loops - Non Loaded Loop (4 wire) | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - DS1 Capable | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - ISDN Capable | Avg. Bus. Days | Parity with retail ISDN BRI | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - ADSL Qualified | Avg. Bus. Days | High Density - 6 Days   Low Density - 7 Days | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - Loop types of DS3 and higher | Avg. Bus. Days | Parity with retail DS3 and higher | | | | | | | | | | | |
| OP-4 | Installation Interval - Unbundled Loops - Dark Fiber - Loop | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-4 | Installation Interval - E911/911 Trunks | Avg. Bus. Days | Parity with retail E911/911 Trunks | | | | | | | | | | | |
| OP-4 | Installation Interval - Enhanced Extended Links (EELs), including UNE-C | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| | | | | 27 | Mean Installation Interval - POTS - Field Work | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - POTS - No Field Work | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - POTS - Business Class of Service | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - POTS - Residence Class of Service | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - POTS - CIA Centrex | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - UNE Combo - Field Work | Days | Parity with Ameritech | | | | | | | |
| | | | | 27 | Mean Installation Interval - UNE Combo - No Field Work | Days | Parity with Ameritech | | | | | | | |
| | | | | | | | | 18 | Average Completion Notice Interval - Fully Electronic - LEX,EDI | HH:MM | 20 Minutes | 18 | Average Completion Notice Interval - Fully Electronic - EDI | HH:MM |
| | | | | | | | | 18 | Percentage of Completion Notice Intervals Received within 24 hours - All Others | Percent | 90% | 18 | Percentage of Completion Notice Intervals Received within 24 hours - All Others | Percent |
| | | | | | | | | 7 | Average Completion Interval - 2/4q (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 7 | Average Completion Interval - 2/4q (8dB) analog loop | Percent |
| | | | | | | | | 7 | Average Completion Interval - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 7 | Average Completion Interval - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | | | 7 | Average Completion Interval - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 7 | Average Completion Interval - 2w digital loop (ISDN capable) | Percent |
| | | | | | | | | 7 | Average Completion Interval - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 7 | Average Completion Interval - 2w digital loop (XDSL capable), | Percent |
| | | | | | | | | 7 | Average Completion Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 7 | Average Completion Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 7 | Average Completion Interval - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 7 | Average Completion Interval - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 7 | Average Completion Interval - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 7 | Average Completion Interval - UNE Port - PBX DID | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Dedicated Transport (inc DS1 and DS3 | Percent | Parity with HICAP Designed | 7 | Average Completion Interval - UNE Dedicated Transport (inc DS1 and DS3 | Percent |
| | | | | | | | | 7 | Average Completion Interval - UNE Platform (PB Only) | Percent | N/A | 7 | Average Completion Interval - UNE Platform (PB Only) | Percent |
| | | | | | | | | 7 | Average Completion Interval - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 7 | Average Completion Interval - Interconnection Trunks | Percent |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| OP-5 | New Service Installation Quality - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Percent | Parity with Retail | | | | | | |
| OP-5 | New Service Installation Quality - UNE-P, POTS | Percent | Parity with Like Retail Service | | | | | | |
| OP-5 | New Service Installation Quality - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | |
| OP-5 | New Service Installation Quality - Sub-Loop Unbundling | Percent | Diagnostic | | | | | | |
| OP-5 | New Service Installation Quality - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay | Percent | Parity with Retail | | | | | | |
| OP-5 | New Service Installation Quality - LIS Trunks | Percent | Parity with Qwest Interoffice Trunks | | | | | | |
| OP-5 | New Service Installation Quality - UDIT - DS1 Level | Percent | Parity with Retail DS1 Private Line | | | | | | |
| OP-5 | New Service Installation Quality - UDIT - Above DS1 level | Percent | Parity with Retail Private Lines above DS1 level | | | | | | |
| OP-5 | New Service Installation Quality - Dark Fiber - IOF | Percent | Diagnostic | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - Analog Loop | Percent | Parity with Retail Res and Bus POTS with Dispatch | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - Non-Loaded Loop (2 wire) | Percent | Parity with Retail ISDN BRI | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - Non Loaded Loop (4 wire) | Percent | Parity with Retail DS1 Private Line | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - DS1 Capable | Percent | Parity with Retail DS1 Private Line | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - ISDN Capable | Percent | Parity with retail ISDN BRI | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - ADSL Qualified | Percent | Parity with Retail MegaBit with Dispatch | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - Loop types of DS3 and higher | Percent | Parity with retail DS3 and higher | | | | | | |
| OP-5 | New Service Installation Quality - Unbundled Loops - Dark Fiber | Percent | Diagnostic | | | | | | |
| OP-5 | New Service Installation Quality - E911/911 Trunks | Percent | Parity with retail E911/911 Trunks | | | | | | |
| OP-5 | New Service Installation Quality - Enhanced Extended Links (EELs), Including UNE-C | Percent | Diagnostic | | | | | | |
| OP-6 | Delayed Days - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Avg. Bus. Days | Parity with Retail | | | | | | |
| OP-6 | Delayed Days - UNE-P, POTS | Avg. Bus. Days | Parity with Like Retail Service | | | | | | |
| OP-6 | Delayed Days - Shared Loop/Line Sharing | Avg. Bus. Days | Diagnostic | | | | | | |
| OP-6 | Delayed Days - Sub-Loop Unbundling | Avg. Bus. Days | Diagnostic | | | | | | |
| OP-6 | Delayed Days - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay | Avg. Bus. Days | Parity with Retail | | | | | | |
| OP-6 | Delayed Days - LIS Trunks | Avg. Bus. Days | Parity with Qwest Interoffice Trunks | | | | | | |

| | **ROC - USW - V1.4** | | | | **"Negotiated" - SBC - V1.7** | | | | **CA Verizon 44 - GTE - JPSA 9/7/99** | | | | **CA Verizon 44 - PacBELL - JPSA 9/7/99** | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OP-6 | Delayed Days - UDIT - DS1 Level | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-6 | Delayed Days - UDIT - Above DS1 level | Avg. Bus. Days | Parity with Retail Private Lines above DS1 level | | | | | | | | | | | |
| OP-6 | Delayed Days - UDIT - Dark Fiber - IOF | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - Analog Loop | Avg. Bus. Days | Parity with Retail Res and Bus POTS with Dispatch | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - Non-Loaded Loop (2 wire) | Avg. Bus. Days | Parity with Retail ISDN BRI | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - Non Loaded Loop (4 wire) | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - DS1 Capable | Avg. Bus. Days | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - ISDN Capable | Avg. Bus. Days | Parity with retail ISDN BRI | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - ADSL Qualified | Avg. Bus. Days | Parity with Retail MegaBit with Dispatch | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - Loop types of DS3 and higher | Avg. Bus. Days | Parity with retail DS3 and higher | | | | | | | | | | | |
| OP-6 | Delayed Days - Unbundled Loops - Dark Fiber - Loop | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-6 | Delayed Days - E911/911 Trunks | Avg. Bus. Days | Parity with retail E911/911 Trunks | | | | | | | | | | | |
| OP-6 | Delayed Days - Enhanced Extended Links (EELs), including UNE-C | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| | | | | 31 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service | Days | Parity with Ameritech | | | | | | | |
| | | | | 31 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - POTS -  Residence Class of Service | Days | Parity with Ameritech | | | | | | | |
| | | | | 31 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNE Combo | Days | Parity with Ameritech | | | | | | | |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4w (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4q (8dB) analog loop | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2w digital loop (ISDN capable) | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities -  2w digital loop (XDSL capable), | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities -  4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI, | Percent |

| # | Description | Unit | Standard | # | Description | Unit | Standard | # | Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - PBX DID | Percent |
| | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Dedicated Transport (inc DS1 and DS3) | Percent | Parity with HICAP Designed | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Dedicated Transport (including DS1 and DS3) | Percent |
| | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Platform (PB Only) | Percent | N/A | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Platform (PB Only) | Percent |
| | | | | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 13 | Delayed Order Interval to Completion Date Due to Lack of Facilities - Interconnection Trunks | Percent |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - POTS - Field Work | Days | Parity with Ameritech | | | | | | | |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - POTS - No Field Work | Days | Parity with Ameritech | | | | | | | |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - POTS - Business Class of Service | Days | Parity with Ameritech | | | | | | | |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - POTS - Residence Class of Service | Days | Parity with Ameritech | | | | | | | |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - UNE Combo - Field Work | Days | Parity with Ameritech | | | | | | | |
| 32 | Average Delayed Days for Ameritech Caused Missed Due Dates - UNE Combo - No Field Work | Days | Parity with Ameritech | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - POTS - Field Work | AGREED TO ELIMINATE | | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - POTS - No Field Work | AGREED TO ELIMINATE | | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - POTS - Business Class of Service | AGREED TO ELIMINATE | | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - POTS - Residence Class of Service | AGREED TO ELIMINATE | | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - UNE Combo - Field Work | AGREED TO ELIMINATE | | | | | | | | |
| 33 | Percent Ameritech Caused Missed Due Dates > 30 Days - UNE Combo - No Field Work | AGREED TO ELIMINATE | | | | | | | | |
| 34 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - POTS - Business Class of Service | AGREED TO ELIMINATE | | | | | | | | |
| 34 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - POTS - Residence Class of Service | AGREED TO ELIMINATE | | | | | | | | |
| 34 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - UNE Combo | AGREED TO ELIMINATE | | | | | | | | |
| 34.1 | Average Delay Days for Ameritech Caused Cancelled Orders - POTS - Business | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| 34.1 | Average Delay Days for Ameritech Caused Cancelled Orders - POTS - Residence | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| 34.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE Combos (UNE-P) - Business | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| 34.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE Combos (UNE-P) - Residence | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - POTS - Field Work | Percent | Parity with Ameritech | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - POTS - No Field Work | Percent | Parity with Ameritech | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - POTS - Business Class of Service | Percent | Parity with Ameritech | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - POTS - Residence Class of Service | Percent | Parity with Ameritech | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - UNE Combo - Field Work | Percent | Parity with Ameritech | | | | | | | |
| 35 | Percent Trouble Reports Within 10 Days of Installation - UNE Combo - No Field Work | Percent | Parity with Ameritech | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - Resale - Out of Service | Percent |
| 35.1-P | Percent UNE-P Trouble Reports On the Completion Date - UNE-P No Field Work | Percent | Diagnostic | | | | | | | |
| | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - UNE Loop - Out of Service | Percent |

| ROC - USW - V1.4 | | | "Negotiated" - SBC - V1.7 | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - UNE Port - Out of Service | Percent |
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - PNP - Port Out - Out of Service | Percent |
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - Resale - Affecting Service | Percent |
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - UNE Loop - Affecting Service | Percent |
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - PNP - Port Out - Affecting Service | Percent |
| | | | | | | | | | | 15 | Provisioning Trouble Reports (Prior to Service Order Completion) - PNP - UNE Port - Affecting Service | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - 2/4w (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 16 | Percentage of Troubles in 30 Days for New Orders - 2/4q (8dB) analog loop | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 16 | Percentage of Troubles in 30 Days for New Orders - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 16 | Percentage of Troubles in 30 Days for New Orders - 2w digital loop (ISDN capable) | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 16 | Percentage of Troubles in 30 Days for New Orders - 2w digital loop (XDSL capable), | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 16 | Percentage of Troubles in 30 Days for New Orders - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Port - PBX DID | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Dedicated Transport (inc DS1 and DS3 | Percent | Parity with HICAP Designed | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Dedicated Transport (including DS1 and DS3) | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Platform (PB Only) | Percent | N/A | 16 | Percentage of Troubles in 30 Days for New Orders - UNE Platform (PB Only) | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 16 | Percentage of Troubles in 30 Days for New Orders - Interconnection Trunks | Percent |
| | | | | | | 16 | Percentage of Troubles in 30 Days for New Orders - PNP - Port Out | Percent | TBD | 16 | Percentage of Troubles in 30 Days for New Orders - PNP - Port Out | Percent |
| | | N/A | | | | 17 | Percentage of Troubles in 7 Days for New Orders - Resale | Percent | Parity with Retail | | N/A | |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 17 | Percentage of Troubles in 7 Days for New Orders - 2/4w (8dB) loop (including Coin/analog PBX) | Percent | Parity with B1 Dispatch Non-Designed - Retail | | N/A | |
| | | | | | | | | 17 | Percentage of Troubles in 7 Days for New Orders - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet - Simple | | N/A | |
| | | | | | | | | 17 | Percentage of Troubles in 7 Days for New Orders - PNP (Port Out) | Percent | TBD | | N/A | |
| | | | | | 36 | Percent No Access - POTS - Business Class of Service | Percent | Parity with Ameritech | | | | | | |
| | | | | | 36 | Percent No Access - POTS - Residence Class of Service | Percent | Parity with Ameritech | | | | | | |
| | | | | | 36 | Percent No Access - UNE Combo | Percent | Parity with Ameritech | | | | | | |
| OP-7 | Coordinated "Hot Cut" Interval - Unbundled Loop | MM:SS | Diagnostic | | | | | | | | | | | |
| OP-8 | Number Portability Timeliness - LNP Timeliness with Loop Coordination | Percent | 95% | | | | | | | | | | | |
| OP-8 | Number Portability Timeliness - LNP Timeliness with OUT Loop Coordination | Percent | 95% | | | | | | | | | | | |
| OP-13 | Coordinated Cuts On Time - Unbundled Loop - Cuts Completed On Time | Percent | 95% | | | | | | | | | | | |
| OP-13 | Coordinated Cuts On Time - Unbundled Loop - Cuts Started Without CLEC Approval | Percent | Diagnostic | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - UNE-P, POTS | Avg. Bus. Days | Diagnostic with Expectation of Parity with Like Retail Service | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Shared Loop/Line Sharing | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Sub-Loop Unbundling | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - LIS Trunks | Avg. Bus. Days | Diagnostic with Expectation of Parity with Qwest Interoffice Trunks | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - UDIT - DS1 Level | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail DS1 Private Line | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - UDIT - Above DS1 level | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail Private Lines above DS1 level | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Dark Fiber - IOF | Avg. Bus. Days | Diagnostic | | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - Analog Loop | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail Res and Bus POTS with Dispatch | | | | | | | | | | | |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - Non-Loaded Loop (2 wire) | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail ISDN BRI | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - Non Loaded Loop (4 wire) | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail DS1 Private Line | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - DS1 Capable | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail DS1 Private Line | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - ISDN Capable | Avg. Bus. Days | Diagnostic with Expectation of Parity with retail ISDN BRI | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - ADSL Qualified | Avg. Bus. Days | Diagnostic with Expectation of Parity with Retail MegaBit with Dispatch | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - Loop types of DS3 and higher | Avg. Bus. Days | Diagnostic with Expectation of Parity with retail DS3 and higher | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Unbundled Loops - Dark Fiber - Loop | Avg. Bus. Days | Diagnostic | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - E911/911 Trunks | Avg. Bus. Days | Diagnostic with Expectation of Parity with retail E911/911 Trunks | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Date - Enhanced Extended Links (EELs), including UNE-C | Avg. Bus. Days | Diagnostic | | | | | | | | | | |
| OP-15 | Interval for Pending Orders Delayed Past Due Dates - # of Orders Pending Facilities | # of Orders | Diagnostic | | | | | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service > 30 Days | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service > 90 Days | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 30 Days | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 90 Days | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Res and Bus Class of Service > 30 Days | Percent | Parity with Ameritech | | | | | | |
| | | | | 30 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Res and Bus Class of Service > 90 Days | Percent | Parity with Ameritech | | | | | | |

| | | | | | | No. | Measure | Unit | Standard | No. | Measure | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2/4q (8dB) analog loop | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (ISDN capable) | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (XDSL capable), | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Basic Analog/Coin | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI), | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI, | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - PBX DID | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Dedicated Transport (inc DS1 and DS3 | Percent | Parity with HICAP Designed | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Dedicated Transport (including DS1 and DS3) | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Platform (PB Only) | Percent | N/A | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - UNE Platform (PB Only) | Percent |
| | | | | | | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 12 | Percentage of Due Dates Missed Due to Lack of Facilities - Interconnection Trunks | Percent |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - All Interfaces | HH:MM | 20 Minutes | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - All Interfaces | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - Syntax and Content Errors | HH:MM | 20 Minutes | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - Syntax and Content Errors | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - Resale Orders and Facility Based/UNE Orders | HH:MM | 20 Minutes | 3 | Average Reject Notice Interval - Electronically Received/Electronically Handled - Resale Orders and Facility Based/UNE Orders | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - All Interfaces | HH:MM | 5 Hours | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - All Interfaces | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - Syntax and Content Errors | HH:MM | 5 Hours | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - Syntax and Content Errors | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - Resale Orders and Facility Based/UNE Orders | HH:MM | 5 Hours | 3 | Average Reject Notice Interval - Electronically Received/Manually Handled - Resale Orders and Facility Based/UNE Orders | HH:MM |
| | | | | | | 3 | Average Reject Notice Interval - Manually Received/Manually Handled (fax) - Resale Orders and Facility Based/UNE Orders | HH:MM | 10 Hours | 3 | Average Reject Notice Interval - Manually Received/Manually Handled (fax) - Resale Orders and Facility Based/UNE Orders | HH:MM |
| | | | | | | | | | | | | |
| | | | | | | 10 | PNP Network Provisioning | Percent | Parity | 10 | PNP Network Provisioning | Percent |
| | | | | | | 14 | Held Order Interval - 2/4w (8dB) analog loop | Percent | Parity with B1 Dispatch Non-Designed | 14 | Held Order Interval - 2/4w (8dB) analog loop | Percent |
| | | | | | | 14 | Held Order Interval - 2/4w (5.5dB) assured analog loop | Percent | Parity with Dispatch Designed | 14 | Held Order Interval - 2/4w (5.5dB) assured analog loop | Percent |
| | | | | | | 14 | Held Order Interval - 2w digital loop (ISDN capable) | Percent | Parity with Dispatch Designed | 14 | Held Order Interval - 2w digital loop (ISDN capable) | Percent |
| | | | | | | 14 | Held Order Interval - 2w digital loop (XDSL capable), | Percent | Parity with Dispatch Designed | 14 | Held Order Interval - 2w digital loop (XDSL capable), | Percent |

### GTE / PacBELL — Held Order Interval

| # | GTE Description | Unit | Standard | # | PacBELL Description | Unit |
|---|---|---|---|---|---|---|
| 14 | Held Order Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent | Parity with Dispatch Designed | 14 | Held Order Interval - 4w digital loop (1.544Mbps capable/HDSL) | Percent |
| 14 | Held Order Interval - UNE Port - Basic Analog/Coin | Percent | Parity with CentraNet-Simple | 14 | Held Order Interval - UNE Port - Basic Analog/Coin | Percent |
| 14 | Held Order Interval - UNE Port - Centrex,ISDN (BRI), | Percent | Parity with CentraNet-Complex | 14 | Held Order Interval - UNE Port - Centrex,ISDN (BRI), | Percent |
| 14 | Held Order Interval - UNE Port - DS1/ISDN-PRI, | Percent | Parity with CentraNet-Complex | 14 | Held Order Interval - UNE Port - DS1/ISDN-PRI, | Percent |
| 14 | Held Order Interval - UNE Port - PBX DID | Percent | Parity with CentraNet-Complex | 14 | Held Order Interval - UNE Port - PBX DID | Percent |
| 14 | Held Order Interval - UNE Dedicated Transport (inc DS1 and DS3) | Percent | Parity with HICAP Designed | 14 | Held Order Interval - UNE Dedicated Transport (including DS1 and DS3) | Percent |
| 14 | Held Order Interval - UNE Platform (PB Only) | Percent | N/A | 14 | Held Order Interval - UNE Platform (PB Only) | Percent |
| 14 | Held Order Interval - Interconnection Trunks | Percent | Parity with ILEC Dedicated Trunks | 14 | Held Order Interval - Interconnection Trunks | Percent |

## Maintenance and Repair

| ROC # | ROC Description | Unit | Standard | SBC # | SBC Description | Unit | Standard | GTE # | GTE Description | Unit | Standard | PB # | PacBELL Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MR-2 | Calls Answered w/in 20 Seconds - Interconnect Repair Center | Percent | Parity | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Resale - Res, Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Percent | Parity with Retail | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Sub-Loop Unbundling | Percent | Diagnostic | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Unbundled Loops - Analog Loop | Percent | Parity with Retail Res and Bus POTS | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Unbundled Loops - Non Loaded Loop | Percent | Parity with Retail ISDN-BRI | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Unbundled Loops - ADSL Qualified Loop | Percent | Parity with Retail Megabit | | | | | | | | | | | |
| MR-3 | Out of Service Cleared w/in 24 Hours - Unbundled Loops - UNE - Platform (UNE-P) (POTS) | Percent | Parity with Appropiate Retail Service | | | | | | | | | | | |
| | | | | 40 | Percent Out of Service Intervals < 24 Hours - POTS - Bus | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 40 | Percent Out of Service Intervals < 24 Hours - POTS - Res | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 40 | Percent Out of Service Intervals < 24 Hours - UNE Combo | Percent | Parity with Ameritech Res and Bus Combined | | | | | | | |
| | | | | | | | | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - Resale | Percent | Parity with Retail | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - Resale | Percent |
| | | | | | | | | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - 2/4w (8dB) Analog Loop | Percent | Parity with B1 Dispatch Non-Designed | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - 2/4w (8dB) Analog Loop | Percent |
| | | | | | | | | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Port - Basic Analog | Percent | Parity with CentraNet - Simple | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Port - Basic Analog | Percent |
| | | | | | | | | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Platform - POTS | Percent | N/A | 22 | POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Platform - POTS | Percent |

| Code | Description | Unit | Standard | | | | | | Num | Description | Unit | Standard | Num | Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MR-4 | All Troubles Cleared w/in 48 Hours - Resale - Res, Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit | Percent | Parity with Retail | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Sub-Loop Unbundling | Percent | Diagnostic | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Unbundled Loops - Analog Loop | Percent | Parity with Retail Res and Bus POTS | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Unbundled Loops - Non Loaded Loop | Percent | Parity with Retail ISDN-BRI | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Unbundled Loops - ADSL Qualified Loop | Percent | Parity with Retail Megabit | | | | | | | | | | | | |
| MR-4 | All Troubles Cleared w/in 48 Hours - Unbundled Loops - UNE - Platform (UNE-P) (POTS) | Percent | Parity with Appropiate Retail Service | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay | Percent | Parity with Retail | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - LIS Trunking | Percent | Parity with Qwest Interoffice Trunks | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - UDIT - DS1 Level | Percent | Parity with DS1 Private Line | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - UDIT - Above DS1 Level | Percent | Parity with Private Line - Services above DS1 level | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Unbundled Loops - Non Loaded Loop (4 Wire) | Percent | Parity with Retail DS1 | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Unbundled Loops - DS1 Capable Loop | Percent | Parity with Retail DS2 | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Unbundled Loops - ISDN Capable Loop | Percent | Parity with ISDN BRI | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Unbundled Loops - DS3 and Higher | Percent | Parity with Retail DS3 and Higher | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - E911/911 Trunks | Percent | Parity with Retail E911/911 Trunks | | | | | | | | | | | | |
| MR-5 | All Troubles Cleared w/in 4 Hours - Enhanced Extended Links (EELs), including UNE-C | Percent | Diagnostic | | | | | | | | | | | | |
| MR-6 | Mean Time to Restore - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit | HH:MM | Parity with Retail | | | | | | 21 | Average Time to Restore - 2/4w (8db) Analog Loop | HH:MM | Parity with B1 Dispatch Non-Designed | 21 | Average Time to Restore - 2/4w (8db) Analog Loop | HH:MM |
| MR-6 | Mean Time to Restore - UNE - Platform (UNE-P) (POTS) | HH:MM | Parity with Like Retail Service | | | | | | 21 | Average Time to Restore - 2/4w (5.5db) assured Analog Loop | HH:MM | Parity with Dispatch Designed Services | 21 | Average Time to Restore - 2/4w (5.5db) assured Analog Loop | HH:MM |
| MR-6 | Mean Time to Restore - Shared Loop/Line Sharing | HH:MM | Diagnostic | | | | | | | | | | | | |
| MR-6 | Mean Time to Restore - Sub-Loop Unbundling | HH:MM | Diagnostic | | | | | | | | | | | | |
| MR-6 | Mean Time to Restore - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay | HH:MM | Parity with Retail | | | | | | 21 | Average Time to Restore - 2w Digital Loop (ISDN) | HH:MM | Parity with Dispatch Designed Services | 21 | Average Time to Restore - 2w Digital Loop (ISDN) | HH:MM |
| MR-6 | Mean Time to Restore - LIS Trunks | HH:MM | Parity with Qwest Interoffice Trunks | | | | | | 21 | Average Time to Restore - 2w Digital Loop (xDSL) | HH:MM | Parity with Dispatch Designed Services | 21 | Average Time to Restore - 2w Digital Loop (xDSL) | HH:MM |
| MR-6 | Mean Time to Restore - UDIT - DS1 level | HH:MM | Parity with DS1 Private Line | | | | | | 21 | Average Time to Restore - 4w Digital Loop (ISDN PRI) | HH:MM | Parity with Dispatch Designed Services | 21 | Average Time to Restore - 4w Digital Loop (ISDN PRI) | HH:MM |

| ID | Description | Unit | Parity | # | Description | Unit | Parity | # | Description | Unit | Parity | # | Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MR-6 | Mean Time to Restore - UDIT - Above DS1 level | HH:MM | Parity with Retail Private Lines above DS1 Level | | | | | 21 | Average Time to Restore - UNE Port - Basic Analog | HH:MM | Parity with CentraNet - Simple | 21 | Average Time to Restore - UNE Port - Basic Analog | HH:MM |
| MR-6 | Mean Time to Restore - UDIT - Dark Fiber - IOF | HH:MM | Diagnostic | | | | | | | | | | | |
| MR-6 | Mean Time to Restore - Unbundled - Analog Loop | HH:MM | Parity with Retail Res and Bus POTS | | | | | 21 | Average Time to Restore - UNE Port - Centrex | HH:MM | Parity with CentraNet - Complex | 21 | Average Time to Restore - UNE Port - Centrex | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - Non Loaded Loop (2 wire) | HH:MM | Parity with Retail ISDN BRI | | | | | 21 | Average Time to Restore - UNE Port - PBX DID | HH:MM | Parity with CentraNet - Complex | 21 | Average Time to Restore - UNE Port - PBX DID | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - Non Loaded Loop (4 wire) | HH:MM | Parity with Retail DS1 Private Line | | | | | 21 | Average Time to Restore - UNE Port - ISDN (BRI) | HH:MM | Parity with CentraNet - Complex | 21 | Average Time to Restore - UNE Port - ISDN (BRI) | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - DS1 Capable Loop | HH:MM | Parity with Retail DS1 Private Line | | | | | 21 | Average Time to Restore - UNE Port - DS1/ISDN (PRI) | HH:MM | Parity with CentraNet - Complex | 21 | Average Time to Restore - UNE Port - DS1/ISDN (PRI) | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - ISDN Capable Loop | HH:MM | Parity with Retail ISDN BRI | | | | | 21 | Average Time to Restore - UNE Dedicated Transport | HH:MM | Parity with HICAP Designed | 21 | Average Time to Restore - UNE Dedicated Transport | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - ADSL Qualified Loop | HH:MM | Parity with Retail Megabit | | | | | 21 | Average Time to Restore - UNE Platform (PB Only) | HH:MM | N/A | 21 | Average Time to Restore - UNE Platform (PB Only) | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - DS3 and Higher | HH:MM | Parity with Retail DS3 and Higher | | | | | 21 | Average Time to Restore - Interconnection Trunks | HH:MM | ILEC Dedicated Trunks | 21 | Average Time to Restore - Interconnection Trunks | HH:MM |
| MR-6 | Mean Time to Restore - Unbundled - Dark Fiber - Loop | HH:MM | Diagnostic | | | | | | | | | | | |
| MR-6 | Mean Time to Restore - E911/911 Trunks | HH:MM | Parity with Retail E911/911 Trunks | | | | | 21 | Average Time to Restore - PNP - Port Out | HH:MM | TBD | 21 | Average Time to Restore - PNP - Port Out | HH:MM |
| MR-6 | Mean Time to Restore - Enhanced Extended Links (EELs), including UNE-C | HH:MM | Diagnostic | | | | | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - Bus | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - Res | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - Dispatch | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - No Dispatch | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - Affecting Service | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - POTS - Out of Service | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - UNE Combo - Dispatch | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - UNE Combo - No Dispatch | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - UNE Combo - Affecting Service | HH:MM | Parity with Ameritech | | | | | | | |
| | | | | 39 | Receipt to Clear Duration - UNE Combo - Out of Service | HH:MM | Parity with Ameritech | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit | Percent | Parity with Retail | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - UNE - Platform (UNE-P) (POTS) | Percent | Parity with Like Retail Service | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Sub-Loop Unbundling | Percent | Diagnostic | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay | Percent | Parity with Retail | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - LIS Trunks | Percent | Parity with Qwest Interoffice Trunks | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - UDIT - DS1 level | Percent | Parity with DS1 Private Line | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - UDIT - Above DS1 level | Percent | Parity with Retail Private Lines above DS1 Level | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - UDIT - Dark Fiber - IOF | Percent | Diagnostic | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Analog Loop | Percent | Parity with Retail Res and Bus POTS | | | | | | | | | | | |

| | ROC - USW - V1.4 | | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MR-7 | Repair Repeat Report Rate - Non Loaded Loop (2 wire) | Percent | Parity with Retail ISDN BRI | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Non Loaded Loop (4 wire) | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - DS1 Capable Loop | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - ISDN Capable Loop | Percent | Parity with Retail ISDN BRI | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - ADSL Qualified Loop | Percent | Parity with Retail Megabit | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - DS3 and Higher | Percent | Parity with Retail DS3 and Higher | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Dark Fiber - Loop | Percent | Diagnostic | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - E911/911 Trunks | Percent | Parity with Retail E911/911 Trunks | | | | | | | | | | | |
| MR-7 | Repair Repeat Report Rate - Enhanced Extended Links (EELs), including UNE-C | Percent | Diagnostic | | | | | | | | | | | |
| | | | | 41 | Percent Repeat Reports - POTS - Bus | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 41 | Percent Repeat Reports - POTS - Res | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 41 | Percent Repeat Reports - UNE Combo | Percent | Parity with Res and Bus Combined. | | | | | | | |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - 2/4w (8db) Analog Loop | Percent | Parity with B1 Dispatch Non-Designed | 23 | Frequency of Repeat Troubles in 30 Day Period - 2/4w (8db) Analog Loop | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - 2/4w (5.5db) assured Analog Loop | Percent | Parity with Dispatch Designed Services | 23 | Frequency of Repeat Troubles in 30 Day Period - 2/4w (5.5db) assured Analog Loop | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (ISDN) | Percent | Parity with Dispatch Designed Services | 23 | Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (ISDN) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (xDSL) | Percent | Parity with Dispatch Designed Services | 23 | Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (xDSL) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - 4w Digital Loop (ISDN PRI) | Percent | Parity with Dispatch Designed Services | 23 | Frequency of Repeat Troubles in 30 Day Period - 4w Digital Loop (ISDN PRI) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - Basic Analog | Percent | Parity with CentraNet - Simple | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - Basic Analog | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - Centrex | Percent | Parity with CentraNet - Complex | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - Centrex | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - PBX DID | Percent | Parity with CentraNet - Complex | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - PBX DID | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - ISDN (BRI) | Percent | Parity with CentraNet - Complex | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - ISDN (BRI) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - DS1/ISDN (PRI) | Percent | Parity with CentraNet - Complex | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Port - DS1/ISDN (PRI) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Dedicated Transport | Percent | Parity with HICAP Designed | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Dedicated Transport | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Platform (PB Only) | Percent | N/A | 23 | Frequency of Repeat Troubles in 30 Day Period - UNE Platform (PB Only) | Percent |
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - Interconnection Trunks | Percent | ILEC Dedicated Trunks | 23 | Frequency of Repeat Troubles in 30 Day Period - Interconnection Trunks | Percent |

| ID | Description | Unit | Standard | ID | Description | Unit | Standard | ID | Description | Unit | Standard | ID | Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 23 | Frequency of Repeat Troubles in 30 Day Period - PNP - Port Out | Percent | TBD | 23 | Frequency of Repeat Troubles in 30 Day Period - PNP - Port Out | Percent |
| MR-8 | Trouble Report Rate - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit | Percent | Parity with Retail | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - Resale - Megabit | Percent | Parity with Megabit Service | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - Platform (UNE-P) (POTS) | Percent | Parity with Like Retail Service | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - Shared Loop/Line Sharing | Percent | Diagnostic | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - Sub-Loop Unbundling | Percent | Diagnostic | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay | Percent | Parity with Retail | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - LIS Trunks | Percent | Parity with Qwest Interoffice Trunks | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UDIT - DS1 level | Percent | Parity with DS1 Private Line | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UDIT - Above DS1 level | Percent | Parity with Retail Private Lines above DS1 Level | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UDIT - Dark Fiber - IOF | Percent | Diagnostic | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - Analog Loop | Percent | Parity with Retail Res and Bus POTS | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - Non Loaded Loop (2 wire) | Percent | Parity with Retail ISDN BRI | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - Non Loaded Loop (4 wire) | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - DS1 Capable Loop | Percent | Parity with Retail DS1 Private Line | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - ISDN Capable Loop | Percent | Parity with Retail ISDN BRI | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - ADSL Qualified Loop | Percent | Parity with Retail Megabit | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - DS3 and Higher | Percent | Parity with Retail DS3 and Higher | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - UNE - Dark Fiber - Loop | Percent | Diagnostic | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - E911/911 Trunks | Percent | Parity with Retail E911/911 Trunks | | | | | | | | | | | |
| MR-8 | Trouble Report Rate - Enhanced Extended Links (EELs), including UNE-C | Percent | Diagnostic | | | | | | | | | | | |
| | | | | 37 | Trouble Report Rate - POTS - Business | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 37 | Trouble Report Rate - POTS - Residence | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 37 | Trouble Report Rate - UNE Combo | Percent | Parity with Ameritech Res and Bus Retail Combined | | | | | | | |
| | | | | 37.1-P | Trouble Report Rate - POTS - Business - Excludes trouble reports included in PM #35 and #41 | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 37.1-P | Trouble Report Rate - POTS - Residence - Excludes trouble reports included in PM #35 and #41 | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 37.1-P | Trouble Report Rate - UNE Combo - Excludes trouble reports included in PM #35 and #41 | Percent | Parity with Ameritech Res and Bus Retail Combined | | | | | | | |
| | | | | | | | | 19 | Customer Trouble Report Rate - 2/4w (8db) Analog Loop | Percent | Parity with B1 Dispatch Non-Designed | 19 | Customer Trouble Report Rate - 2/4w (8db) Analog Loop | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - 2/4w (5.5db) assured Analog Loop | Percent | Parity with Dispatch Designed Services | 19 | Customer Trouble Report Rate - 2/4w (5.5db) assured Analog Loop | Percent |

| ROC # | ROC Measure | ROC Unit | ROC Std | SBC # | SBC Measure | SBC Unit | SBC Std | GTE # | GTE Measure | GTE Unit | GTE Std | PB # | PB Measure | PB Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 19 | Customer Trouble Report Rate - 2w Digital Loop (ISDN) | Percent | Parity with Dispatch Designed Services | 19 | Customer Trouble Report Rate - 2w Digital Loop (ISDN) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - 2w Digital Loop (xDSL) | Percent | Parity with Dispatch Designed Services | 19 | Customer Trouble Report Rate - 2w Digital Loop (xDSL) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - 4w Digital Loop (ISDN PRI) | Percent | Parity with Dispatch Designed Services | 19 | Customer Trouble Report Rate - 4w Digital Loop (ISDN PRI) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Port - Basic Analog | Percent | Parity with CentraNet - Simple | 19 | Customer Trouble Report Rate - UNE Port - Basic Analog | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Port - Centrex | Percent | Parity with CentraNet - Complex | 19 | Customer Trouble Report Rate - UNE Port - Centrex | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Port - PBX DID | Percent | Parity with CentraNet - Complex | 19 | Customer Trouble Report Rate - UNE Port - PBX DID | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Port - ISDN (BRI) | Percent | Parity with CentraNet - Complex | 19 | Customer Trouble Report Rate - UNE Port - ISDN (BRI) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Port - DS1/ISDN (PRI) | Percent | Parity with CentraNet - Complex | 19 | Customer Trouble Report Rate - UNE Port - DS1/ISDN (PRI) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Dedicated Transport | Percent | Parity with HICAP Designed | 19 | Customer Trouble Report Rate - UNE Dedicated Transport | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - UNE Platform (PB Only) | Percent | N/A | 19 | Customer Trouble Report Rate - UNE Platform (PB Only) | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - Interconnection Trunks | Percent | ILEC Dedicated Trunks | 19 | Customer Trouble Report Rate - Interconnection Trunks | Percent |
| | | | | | | | | 19 | Customer Trouble Report Rate - PNP - Port Out | Percent | TBD | 19 | Customer Trouble Report Rate - PNP - Port Out | Percent |
| MR-9 | Repair Appointments Met | Percent | Parity | 38 | Percent Missed Repair Commitments - POTS - Bus | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 38 | Percent Missed Repair Commitments - POTS - Res | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 38 | Percent Missed Repair Commitments - POTS - Dispatch | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 38 | Percent Missed Repair Commitments - POTS - No Dispatch | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 38 | Percent Missed Repair Commitments - UNE Combo - Dispatch | Percent | Parity with Ameritech Res and Bus Combined | | | | | | | |
| | | | | 38 | Percent Missed Repair Commitments - UNE Combo - No Dispatch | Percent | Parity with Ameritech Res and Bus Combined | | | | | | | |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop | Percent | Parity with B1 Dispatch Non-Designed | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop | Percent | Parity with Dispatch Designed Services | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN) | Percent | Parity with Dispatch Designed Services | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN) | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (xDSL) | Percent | Parity with Dispatch Designed Services | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (xDSL) | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 4w Digital Loop (ISDN PRI) | Percent | Parity with Dispatch Designed Services | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - 4w Digital Loop (ISDN PRI) | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - Basic Analog | Percent | Parity with CentraNet - Simple | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - Basic Analog | Percent |
| | | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - Centrex | Percent | Parity with CentraNet - Complex | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - Centrex | Percent |

| ID | Metric (ROC-USW) | Unit | Std | # | Metric (SBC Negotiated) | Note | # | Metric (GTE JPSA) | Unit | Std | # | Metric (PacBELL JPSA) | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - PBX DID | Percent | Parity with CentraNet - Complex | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - PBX DID | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - ISDN (BRI) | Percent | Parity with CentraNet - Complex | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - ISDN (BRI) | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - DS1/ISDN (PRI) | Percent | Parity with CentraNet - Complex | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - DS1/ISDN (PRI) | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Dedicated Transport | Percent | Parity with HICAP Designed | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Dedicated Transport | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Platform (PB Only) | Percent | N/A | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Platform (PB Only) | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - Interconnection Trunks | Percent | ILEC Dedicated Trunks | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - Interconnection Trunks | Percent |
| | | | | | | | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - PNP - Port Out | Percent | TBD | 20 | Percentage of Customer Trouble Not Resolved Within Estimated Time - PNP - Port Out | Percent |
| | | | | 42 | Percent No Access - Bus, Res | AGREED TO ELIMINATE | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit | Percent | Diagnostic | 42 | Percent No Access - UNE Combo | AGREED TO ELIMINATE | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Resale - Megabit | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - UNE - Platform (UNE-P) (POTS) | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - LIS Trunks | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - UDIT - DS1 level | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - UDIT - Above DS1 level | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Analog Loop | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Non Loaded Loop (2 wire) | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - Non Loaded Loop (4 wire) | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - DS1 Capable Loop | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - ISDN Capable Loop | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - ADSL Qualified Loop | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - DS3 and Higher | Percent | Diagnostic | | | | | | | | | | |
| MR-10 | Customer-Related Trouble Reports - E911/911 Trunks | Percent | Diagnostic | | | | | | | | | | |
| | | | | | | | | | | | | | |

**Billing**　　　　**Billing**　　　　**Billing**　　　　**Billing**

| ID | Metric (ROC-USW) | Unit | Std |
|---|---|---|---|
| BI-1 | Mean Time to Provide Recorded Usage Records - Average Business Days | Avg. Business Days | Parity with Retail |
| BI-1 | Mean Time to Provide Recorded Usage Records - Percent within 4 Days | Percent | 95% within 4 Business Days |
| BI-2 | Invoices Delivered w/in 10 days | Percent | 99% within 10 Calender Days |
| BI-3 | Billing Accuracy - Adjustments for Errors - UNE and Resale | Percent | Parity with Retail Bills |
| BI-3 | Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) | Percent | 95% |
| BI-4 | Billing Completeness - Adjustments for Errors - UNE and Resale | Percent | Parity with Retail Bills |
| BI-4 | Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) | Percent | 95% |
| PO-7 | Billing Completion Notification Timeliness - Via IMA-GUI | Percent | TBD -Parity? |

| ROC-USW ID | ROC-USW Description | Unit | Standard | SBC ID | SBC Description | Unit | Standard | GTE ID | GTE Description | Unit | Standard | PacBELL ID | PacBELL Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PO-7 | Billing Completion Notification Timeliness - Via IMA-EDI | Percent | TBD -Parity? | | | | | | | | | | | |
| PO-7 | Billing Completion Notification Timeliness - Billing system posting completions for Qwest Retail | Percent | TBD -Parity? | | | | | | | | | | | |
| | | | | 14 | Billing Accuracy | Percent | Parity | | | | | | | |
| | | | | 14.1-P | Percent of Claims corrected more than once | Percent | Parity with SWBT Affiliate | | | | | | | |
| | | | | 14.2-P | Time Taken to Correct Bill Errors | HH:MM | Parity; for DSL, parity with that provided to SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is lower. | | | | | | | |
| | | | | | | | | 32 | Recurring Charge Completeness - Resale | Percent | Parity with Retail | 32 | Recurring Charge Completeness - Resale | Percent |
| | | | | | | | | 32 | Recurring Charge Completeness - UNE | Percent | Parity with Retail | 32 | Recurring Charge Completeness - UNE | Percent |
| | | | | | | | | 32 | Recurring Charge Completeness - Facilities/Interconnections | Percent | 90% | 32 | Recurring Charge Completeness - Facilities/Interconnections/UNE Specials | Percent |
| | | | | | | | | 33 | Non-Recurring Charge Completeness - Resale | Percent | Parity with Retail | 33 | Non-Recurring Charge Completeness - Resale | Percent |
| | | | | | | | | 33 | Non-Recurring Charge Completeness - UNE | Percent | Parity with Retail | 33 | Non-Recurring Charge Completeness - UNE | Percent |
| | | | | | | | | 33 | Non-Recurring Charge Completeness - Facilities/Interconnections | Percent | 90% | 33 | Non-Recurring Charge Completeness - Facilities/Interconnections/UNE Specials | Percent |
| | | | | | | | | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Resale | Percent | 97% | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Resale | Percent |
| | | | | | | | | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - UNE | Percent | 97% | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - UNE | Percent |
| | | | | | | | | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Facilities/Interconnection | Percent | 95% | 34 | Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Facilities/Interconnection | Percent |
| | | | | 15 | Percent of Accurate and Complete Formatted Mechanized Bills - EDI | Percent | 99% | 36 | Accuracy of Mechanized Bill Feed | Percent | TBD | 36 | Accuracy of Mechanized Bill Feed | Percent |
| | | | | 15 | Percent of Accurate and Complete Formatted Mechanized Bills - BDT | Percent | 99% | | | | | | | |
| | | | | | | | | 29 | Accuracy of Usage Feed | Percent | TBD | 29 | Accuracy of Usage Feed | Percent |
| | | | | 16 | Percent of Usage Records transmitted correctly where a portion of Those records have been identified as inaccurate and returned via the "Extract Return File" process by the CLECs and validated by SWBT as being inaccurate. | Percent | 95% | | | | | | | |
| | | | | 17 | Billing Completeness | Percent | Parity w/Ameritech Retail | 31 | Usage Completeness - Resale | Percent | Parity with Retail | 31 | Usage Completeness - Resale | Percent |
| | | | | 17.1-P | Service Order Posting - CABS | Percent | Diagnostic | | | | | | | |
| | | | | 17.1-P | Service Order Posting - CRIS | Percent | Diagnostic | | | | | | | |
| | | | | | | | | 31 | Usage Completeness - UNE | Percent | Parity with Retail | 31 | Usage Completeness - UNE | Percent |
| | | | | | | | | 31 | Usage Completeness - Facilities/Interconnection | Percent | 95% within 30 Days | 31 | Usage Completeness - Facilities/Interconnection | Percent |
| | | | | 18 | Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill) - EDI | Percent | 95% w/in 6th Work Day | 30 | Wholesale Bill Timeliness | Percent | 99% within 10 Days | 30 | Wholesale Bill Timeliness | Percent |
| | | | | 18 | Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill) - BDT | Percent | 95% w/in 6th Work Day | | | | | | | |
| | | | | 19 | Daily Usage Feed Timeliness | Percent | 95% w/in 6th Work Day | 28 | Usage Timeliness - Resale | HH:MM | Parity with Retail | 28 | Usage Timeliness - Resale | HH:MM |
| | | | | | | | | 28 | Usage Timeliness - UNE | HH:MM | Parity with Retail | 28 | Usage Timeliness - UNE | HH:MM |
| | | | | | | | | 28 | Usage Timeliness - Jointly provided switched access | Percent | 95% in 5 Days | 28 | Usage Timeliness - Jointly provided switched access | Percent |
| | | | | 20 | Unbillable Usage | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | | | | 35 | Duplicate Billing (Disconnect Bill Accuracy) | Percent | TBD | 35 | Duplicate Billing (Disconnect Bill Accuracy) | Percent |
| **Database Updates (LIDB, DL, 911/E911)** | | | | **Database Updates (LIDB, DL, 911/E911)** | | | | **Database Updates (LIDB, DL, 911/E911)** | | | | **Database Updates (LIDB, DL, 911/E911)** | | |
| DB-1 | Time to Update Databases - E911 | HH:MM | Parity by Design | | | | | 39 | E911/911 MS Database Update - Service Order generated input updates | Percent | Parity with Retail | 39 | E911/911 MS Database Update - Service Order generated input updates | Percent |
| | | | | | | | | 39 | E911/911 MS Database Update - Direct Gateway input updates | HH:MM | 48 Hours | 39 | E911/911 MS Database Update - Direct Gateway input updates | HH:MM |
| DB-1 | Time to Update Databases - LIDB & DLs | Seconds | Parity by Design | | | | | | | | | 37 | Average Database Update Interval - Service Order generate updates | HH:MM |
| | | | | | | | | | | | | 37 | Average Database Update Interval - Direct Gateway input | Percent |
| DB-2 | Accurate Database Updates | Percent | Parity by Design | | | | | | | | | | | |
| | | | | | | | | | | | | 38 | Percent Database Accuracy - 911 Databases - Service Order Generated updates | Percent |
| | | | | | | | | | | | | 38 | Percent Database Accuracy - 911 Databases - Direct Gateway input | Percent |

| ID | Metric | Unit | Value | | ID | Metric | Unit | Value | | | | | | | ID | Metric | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | 38 | Percent Database Accuracy - DA/Directory Databases - Service Order Generated updates | Percent |
| | | | | | | | | | | | | | | | 38 | Percent Database Accuracy - DA/Directory Databases - Direct Gateway input | Percent |
| | | | | | 110 | Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs. | Percent | 95% | | | | | | | | | |
| | | | | | 111 | Average Update Interval for DA Database for Facility Based CLECs | HH:MM | 48 Hours | | | | | | | | | |
| | | | | | 112 | Percentage DA Database Accuracy for Manual Updates | Percent | 97% | | | | | | | | | |
| | | | | | 113 | Percentage of Electronic Updates that Flow Through the DSR process Without Manual Intervention | Percent | 97% | | | | | | | | | |

**Directory Assistance**

| ID | Metric | Unit | Value | | ID | Metric | Unit | Value | | | | Directory Assistance | | | | Directory Assistance | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DA-1 | Speed of Answer - Directory Assistance | Seconds | Parity by Design | | | | | | | | | | | | | | |
| DA-2 | Calls Answered w/in 10 sec. - Directory Assistance | Percent | Parity by Design | | | | | | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered < 1.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered < 2.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered > 7.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered > 10 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered > 15 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered > 20 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 79 | Directory Assistance Grade of Service - % of Calls Answered > 25 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 80 | Directory Assistance Average Speed of Answer | Seconds | PUC Subst. Rule 23.61.e(3)(A)(iii) (5.9 second average) | | | | | | | | | |

**Operator Services**

| ID | Metric | Unit | Value | | ID | Metric | Unit | Value | | | | Operator Services | | | | Operator Services | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| OS-1 | Speed of Answer - Operator Services | Seconds | Parity by Design | | | | | | | | | | | | | | |
| OS-2 | Calls Answered w/in 10 sec.- Operator Services | Percent | Parity by Design | | | | | | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered < 1.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered < 2.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered > 7.5 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered > 10 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered > 15 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered > 20 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 81 | Operator Services Grade of Service - % of Calls Answered > 25 Seconds | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 82 | Operator Services Average Speed of Answer | Seconds | PUC Subst. Rule 23.61.e (3)(A)(1) (3.3. Second average) | | | | | | | | | |
| | | | | | 83 | Percentage of Calls Abandoned - OS | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 84 | Percentage of Calls Deflected - OS | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 85 | Average Work Time- OS | | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | 86 | Non-Call Busy Work Volumes | | AGREED TO ELIMINATE | | | | | | | | | |

**Network Performance**

| ID | Metric | Unit | Value | | Network Performance | | | | | | | Network Performance | | | | Network Performance | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NI-1 | Trunk Blocking - Interconnection (LIS) trunks to Qwest tandem offices (NI-1A) | Percent Blockage | Where NI-1A ≤ 1%: 1% Where NI-1A > 1%: Parity w/NI-1C Where NI-1B ≤ 1%: 1% Where NI-1B > 1%: Parity w/NI-1D | | | | | | | | | | | | | | |

| ID | ROC - USW - V1.4 | | | | SBC | | ID | CA Verizon 44 - GTE | | | ID | CA Verizon 44 - PacBELL | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NI-1 | Trunk Blocking - Interconnection (LIS) trunks to Qwest end offices (NI-1B) | Percent Blockage | Where NI-1A ≤ 1%: 1% Where NI-1A > 1%: Parity w/NI-1C   Where NI-1B ≤ 1%: 1% Where NI-1B > 1%: Parity w/NI-1D | | | | | | | | | | |
| NI-1 | Trunk Blocking - Trunks connecting Qwest end offices to Qwest tandem offices (NI-1C) | Percent Blockage | Where NI-1A ≤ 1%: 1% Where NI-1A > 1%: Parity w/NI-1C   Where NI-1B ≤ 1%: 1% Where NI-1B > 1%: Parity w/NI-1D | | | | | | | | | | |
| NI-1 | Trunk Blocking - Trunks connecting Qwest end offices to other Qwest end offices (NI-1D) | Percent Blockage | Where NI-1A ≤ 1%: 1% Where NI-1A > 1%: Parity w/NI-1C   Where NI-1B ≤ 1%: 1% Where NI-1B > 1%: Parity w/NI-1D | | | | | | | | | | |
| | | | | | | | 24 | Percent Blocking on Common Trunks | Percent | 2% of Trunk Groups blocking at no more than 2% | 24 | Percent Blocking on Common Trunks | Percent |
| | | | | | | | 25 | Percent Blocking on Interconnection Trunks | Percent | Parity with ILEC Final Trunk Groups | 25 | Percent Blocking on Interconnection Trunks | Percent |
| | | | | | | | 27 | Network Outage Notification | HH:MM | Parity | 27 | Network Outage Notification | HH:MM |

**Collocation**

| ID | ROC - USW - V1.4 | | | | Collocation (SBC) | | | Collocation (GTE) | | | | Collocation (PacBELL) | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CP-1 | Installation Interval - Virtual, Physical, Caged and Shared Collocation. | Avg. Calendar Days | 90 Calendar Days | | | | | | | | | | | |
| CP-1 | Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations | Avg. Calendar Days | 90 Calendar Days | | | | | | | | | | | |
| CP-1 | Installation Interval - Cageless Collocations | Avg. Calendar Days | 90 Calendar Days | | | | | | | | | | | |
| CP-1 | Installation Interval - Augments to Cageless Collocations | Avg. Calendar Days | 90 Calendar Days | | | | | | | | | | | |
| CP-2 | Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. | Percent | 90% or Greater | | | | | | | | | | | |
| CP-2 | Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-2 | Installation Commitments Met - Cageless Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-2 | Installation Commitments Met - Augments to Cageless Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-3 | Feasibility Study Interval - Virtual, Physical, Caged and Shared Collocation. | Avg. Business Days | 10 Business Days or less | | | | | | | | | | | |
| CP-3 | Feasibility Study Interval - Augments to Virtual, Physical Caged and Shared Collocations | Avg. Business Days | 10 Business Days or less | | | | | | | | | | | |
| CP-3 | Feasibility Study Interval - Cageless Collocations | Avg. Business Days | 10 Business Days or less | | | | | | | | | | | |
| CP-3 | Feasibility Study Interval - Augments to Cageless Collocations | Avg. Business Days | 10 Business Days or less | | | | | | | | | | | |

| ID | Description | Unit | Standard | ID | Description | Unit | Standard | ID | Description | Unit | Standard | ID | Description | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CP-4 | Feasibility Study Commitments Met - Virtual, Physical, Caged and Shared Collocation. | Percent | 90% or Greater | | | | | | | | | | | |
| CP-4 | Feasibility Study Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-4 | Feasibility Study Commitments Met - Cageless Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-4 | Feasibility Study Commitments Met - Augments to Cageless Collocations | Percent | 90% or Greater | | | | | | | | | | | |
| CP-5 | Quote Interval - Virtual, Physical, Caged and Shared Collocation. | Avg. Calendar Days | 25 Days or less | | | | | | | | | | | |
| CP-5 | Quote Interval - Augments to Virtual, Physical Caged and Shared Collocations | Avg. Calendar Days | 25 Days or less | | | | | | | | | | | |
| CP-5 | Quote Interval - Cageless Collocations | Avg. Calendar Days | 25 Days or less | | | | | | | | | | | |
| CP-5 | Quote Interval - Augments to Cageless Collocations | Avg. Calendar Days | 25 Days or less | | | | | | | | | | | |
| CP-6 | Quote Commitments Met - Virtual, Physical, Caged and Shared Collocation. | Percent | 90% or More | | | | | | | | | | | |
| CP-6 | Quote Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations | Percent | 90% or More | | | | | | | | | | | |
| CP-6 | Quote Commitments Met - Cageless Collocations | Percent | 90% or More | | | | | | | | | | | |
| CP-6 | Quote Commitments Met - Augments to Cageless Collocations | Percent | 90% or More | | | | | | | | | | | |
| **Misc. Administrative** | | | | **Misc. Administrative** | | | | **Misc. Administrative** | | | | **Misc. Administrative** | | |
| | | | | 21 | Local Service Center (LSC) Average Speed of Answer | AGREED TO ELIMINATE | | | | | | | | |
| | | | | 21.1-P | Average Time Placed on Hold - By Options provided by LSC message device. | Seconds | Parity with SWBT RSC/BSC | | | | | | | |
| | | | | 21.2-P | Average Time Placed on Hold When Use Workaround as Directed by LSC - By Options provided by LSC message device. | Seconds | Parity with SWBT RSC/BSC | | | | | | | |
| | | | | 22 | Local Service Center (LSC) Grade of Service (GOS) - By SWBT LSC | Percent | Parity with SWBT RSC/BSC | | | | | | | |
| | | | | 23 | Percent Busy in Local Service Center (LSC) Average Speed of Answer - By SWBT LSC | Percent | Parity with SWBT RSC/BSC | | | | | | | |
| | | | | | | | | 44 | Center Responsiveness - Ordering Center | Seconds | 20 Seconds | 44 | Center Responsiveness - Ordering Center | Seconds |
| | | | | 24 | Local Operations Center (LOC) Average Speed of Answer | AGREED TO ELIMINATE | | | | | | | | |
| | | | | 25 | Local Operations Center (LOC) Grade of Service (GOS) - Maintenance Calls | Percent | Parity with CSB | | | | | | | |
| | | | | 25 | Local Operations Center (LOC) Grade of Service (GOS) - Provisioning Calls - DSL | Percent | 90% within 20 seconds | | | | | | | |
| | | | | 25 | Local Operations Center (LOC) Grade of Service (GOS) - Provisioning Calls - All other | Percent | 90% within 20 seconds | | | | | | | |
| | | | | 25.1-P | Average Time Placed on Hold at LOC - By options provided by LOC message device. | Seconds | Parity with CSB | | | | | | | |
| | | | | 26 | Percent Busy in Local Operations Center (LOC) - Maintenance Calls | Percent | Parity w/Ameritech Retail | | | | | | | |
| | | | | 26 | Percent Busy in Local Operations Center (LOC) - Provisioning Calls - DSL | Percent | Parity w/Ameritech Retail | | | | | | | |
| | | | | 26 | Percent Busy in Local Operations Center (LOC) - Provisioning Calls - All other | Percent | Parity w/Ameritech Retail | | | | | | | |
| | | | | | | | | 44 | Center Responsiveness - Repair Center | Seconds | 20 Seconds | 44 | Center Responsiveness - Repair Center | Seconds |
| **Resale Specials and UNE Loop and Port Combinations** | | | | **Resale Specials and UNE Loop and Port Combinations** | | | | **Resale Specials and UNE Loop and Port Combinations** | | | | **Resale Specials and UNE Loop and Port Combinations** | | |
| | | | | 43 | Average Installation Interval - Resold Specials - DDS | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - Resold Specials - DS1 | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - Resold Specials - DS3 | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - Resold Specials - Voice Grade Private Line (VGPL) | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - Resold Specials - ISDN | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - Resold Specials - Other services available for resale. | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - UNE Loop and Port | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 43 | Average Installation Interval - ISDN and other combinations | Days | Parity with Ameritech Retail | | | | | | | |
| | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | | | | | | |
| | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | | | | | | |

| | | | | | No. | Measure | Unit | Standard | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - UNE Loop and Port - ISDN and other combinations | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 44 | Percent Installations Completed within 20 Calendar Days - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 45 | Percent Ameritech Caused Missed Due Dates - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 46 | Percent Trouble Reports Within 30 Days of Installation - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities > 30 Calendar Days | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 47 | Percent Ameritech Missed Due Dates Due to Lack of Facilities > 90 Calendar Days | Percent | Parity with Ameritech Retail | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - DDS | Days | Parity with Ameritech Retail | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - DS1 | Days | Parity with Ameritech Retail | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - DS3 | Days | Parity with Ameritech Retail | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - Voice Grade Private Line (VGPL) | Days | Parity with Ameritech Retail | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - ISDN | Days | Parity with Ameritech Retail | | | | | |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - Other services available for resale. | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNE Loop and Port - ISDN | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 48 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNE Loop and Port - Other combinations | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale. | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - DDS | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - DS1 | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - DS3 | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - Voice Grade Private Line (VGPL) | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - ISDN | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - Other services available for resale. | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - UNE Loop and Port - ISDN | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 49 | Average Delayed Days for Ameritech Caused Missed Due Dates - UNE Loop and Port - Other combinations | Days | Parity with Ameritech Retail | | | | | | |
| | | | | | 50 | Percent Ameritech Caused Missed Due Dates > 30 Days - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale. | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 50 | Percent Ameritech Caused Missed Due Dates > 30 Days - UNE Loop and Port - ISDN and other combinations | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (1-30 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale. | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (1-30 days) - UNE Loop and Port - ISDN and other combinations | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (31-90 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale. | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (31-90 days) - UNE Loop and Port - ISDN and other combinations | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (>90 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale. | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (>90 days) - UNE Loop and Port - ISDN and other combinations | AGREED TO ELIMINATE | | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DDS - (1-30 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DDS - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DDS - (90+ Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS1 - (1-30 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS1 - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS1 - (90+ Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS3 - (1-30 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS3 - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS3 - (90+ Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |
| | | | | | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (1-30 Days) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | |

| | No. | Description | Unit | Standard | | |
| --- | --- | --- | --- | --- | --- | --- |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (90+ Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - ISDN - (1-30 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - ISDN - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - ISDN - (90+ Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Installation Interval - Resold Specials - Other services available for resale - (1-30 Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Installation Interval - Resold Specials - Other services available for resale. - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Installation Interval - Resold Specials - Other services available for resale - (90+ Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE Loop and Port - (1-30 Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE Loop and Port. - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE Loop and Port - (90+ Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations - (1-30 Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations. - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations - (90+ Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (1-30 Days). | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (31-90 Days) | Days | Diagnostic - Expectation of Parity with Retail | | |
| | 51.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (90+ Days). | Days | Diagnostic - Expectation of Parity with Retail | | |

**Specials - Maintenance** | **Specials - Maintenance** | | | | **Specials - Maintenance** | **Specials - Maintenance**

| | No. | Description | Unit | Standard | | |
| --- | --- | --- | --- | --- | --- | --- |
| | 52 | Mean Time to Restore - Resold Specials - DDS | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - Resold Specials - DS1 | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - Resold Specials - DS3 | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - Resold Specials - ISDN | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - Resold Specials - Other services available for resale. | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - UNE Loop and Port - ISDN | HH:MM | Parity with Ameritech Retail | | |
| | 52 | Mean Time to Restore - UNE Loop and Port - Other combinations | HH:MM | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | |
| | 53 | Percent Repeat Reports - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - DDS | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - DS1 | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - DS3 | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - Voice Grade Private Line (VGPL) | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - ISDN | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - Resold Specials - Other services available for resale. | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - UNE Loop and Port - Other combinations | Percent | Parity with Ameritech Retail | | |
| | 54 | Trouble Report Rate/Failure Frequency - UNE Loop and Port - ISDN | Percent | Parity with Ameritech Retail | | |

**Unbundled Network Elements (UNE) - Provisioning** | **Unbundled Network Elements (UNE) - Provisioning** | | | | **Unbundled Network Elements (UNE) - Provisioning** | **Unbundled Network Elements (UNE) - Provisioning**

| Code | Description | Unit | Value |
|---|---|---|---|
| 55 | Average Installation Interval - 2 Wire Analog (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - 2 Wire Analog (11-20) | Days | 7 Days |
| 55 | Average Installation Interval - Switch Ports - Analog Port | Days | 2 Days |
| 55 | Average Installation Interval - Switch Ports - BRI Port (1-50) | Days | 3 Days |
| 55 | Average Installation Interval - Switch Ports - BRI Port (50+) | Days | 5 Days |
| 55 | Average Installation Interval - Switch Ports - PRI Port (1-20) | Days | 5 Days |
| 55 | Average Installation Interval - Switch Ports - PRI Port (20+) | Days | 10 Days |
| 55 | Average Installation Interval - DS1 Trunk (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - DS1 Trunk (11-20) | Days | 5 Days |
| 55 | Average Installation Interval - DS1 Trunk (20+) | Days | ICB |
| 55 | Average Installation Interval - Dark Fiber (1-10) | Days | 5 Days |
| 55 | Average Installation Interval - Dark Fiber (11-20) | Days | 7 Days |
| 55 | Average Installation Interval - Dark Fiber (20+) | Days | 10 Days |
| 55 | Average Installation Interval - Dedicated Transport DS0 - (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - Dedicated Transport - DS1 - (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - Dedicated Transport - DS3 - (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - Dedicated Transport DS0 - (11-20) | Days | 5 Days |
| 55 | Average Installation Interval - Dedicated Transport - DS1 - (11-20) | Days | 5 Days |
| 55 | Average Installation Interval - Dedicated Transport - DS3 - (11-20) | Days | 5 Days |
| 55 | Average Installation Interval - Dedicated Transport DS0 - (20+) | Days | ICB |
| 55 | Average Installation Interval - Dedicated Transport - DS1 - (20+) | Days | ICB |
| 55 | Average Installation Interval - Dedicated Transport - DS3 - (20+) | Days | ICB |
| 55 | Average Installation Interval - BRI Loop (1-10) | Days | 5 Days |
| 55 | Average Installation Interval - BRI Loop (11-20) | Days | 10 Days |
| 55 | Average Installation Interval - BRI Loop (20+) | Days | Negotiate |
| 55 | Average Installation Interval - 8.0 dB Loops (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - 8.0 dB Loops (11-20) | Days | 7 Days |
| 55 | Average Installation Interval - 8.0 dB Loops (20+) | Days | 10 Days |
| 55 | Average Installation Interval - 5.0 dB Loops (1-10) | Days | 3 Days |
| 55 | Average Installation Interval - 5.0 dB Loops (11-20) | Days | 7 Days |
| 55 | Average Installation Interval - 5.0 dB Loops (20+) | Days | 10 Days |
| 55 | Average Installation Interval - INP (1-10 Numbers) | Days | 3 Days |
| 55 | Average Installation Interval - INP (11-20 Numbers) | Days | 7 Days |
| 55 | Average Installation Interval - INP (20+ Numbers) | Days | 10 Days |
| 55.1 | Average Installation Interval - DSL - Loops Requiring no conditioning with Line Sharing | Days | Parity with Ameritech Retail |
| 55.1 | Average Installation Interval - DSL - Loops Requiring conditioning w/Line Sharing | Days | Parity with Ameritech Retail |
| 55.1 | Average Installation Interval - DSL - Loops Requiring no conditioning with no Line Sharing | Days | 5 Days |
| 55.1 | Average Installation Interval - DSL - Loops Requiring conditioning with no Line Sharing | Days | 10 Days |
| 55.1 | Average Installation Interval - DSL - Broadband service product | Days | Parity with Ameritech Retail |
| 55.2 | Average Installation Interval for Loop with LNP - CHC - With LNP (1-10) | Days | Diagnostic |
| 55.2 | Average Installation Interval for Loop with LNP - CHC - With LNP (11-20) | Days | Diagnostic |
| 55.2 | Average Installation Interval for Loop with LNP - CHC - With LNP (20+) | Days | Diagnostic |
| 55.2 | Average Installation Interval for Loop with LNP - FDT - With LNP (1-10) | Days | Diagnostic |
| 55.2 | Average Installation Interval for Loop with LNP - FDT - With LNP (11-20) | Days | Diagnostic |
| 55.2 | Average Installation Interval for Loop with LNP - FDT - With LNP (20+) | Days | Diagnostic |
| P-55.3 | Percent xDSL Loop Orders Requiring Conditioning - All PSD Masks 1-7 | Percent | Diagnostic |
| P-55.3 | Percent xDSL Loop Orders Requiring Conditioning - 2 Wire Analog xDSL UNEs | Percent | Diagnostic |
| P-55.3 | Percent xDSL Loop Orders Requiring Conditioning - 4 Wire Analog xDSL UNEs | Percent | Diagnostic |
| 56 | Percent Installations Completed within "3" Business Days - 2 Wire Analog (1-10) | Percent | 95% |
| 56 | Percent Installations Completed within "7" Business Days - 2 Wire Analog (11-20) | Percent | 95% |
| 56 | Percent Installations Completed within "10" Business Days - 2 Wire Analog (20+) | Percent | 95% |
| 56 | Percent Installations Completed within "3" Business Days - 2 Wire Digital (1-10) | Percent | 95% |
| 56 | Percent Installations Completed within "7" Business Days - 2 Wire Digital (11-20) | Percent | 95% |

| | | | | | 56 | Percent Installations Completed within "10" Business Days - 2 Wire Digital (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - 2 Wire INP (1-10) | Percent | 90% | | | | | |
| | | | | | 56 | Percent Installations Completed within "7" Business Days - 2 Wire INP (11-20) | Percent | 90% | | | | | |
| | | | | | 56 | Percent Installations Completed within "10" Business Days - 2 Wire INP (20+) | Percent | 90% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - BRI Loops (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "10" Business Days - BRI Loops (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "X" Business Days - BRI Loops (20+) - Negotiate | Percent | Negotiate | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - DS1 Loop (includes PRI) - (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "7" Business Days - DS1 Loop (includes PRI) - (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "10" Business Days - DS1 Loop (includes PRI) - (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "2" Business Days - Switch Ports - Analog Port | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - Switch Ports - BRI Port (1-50) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - Switch Ports - BRI Port (50+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - Switch Ports - PRI Port (1-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "10" Business Days - Switch Ports - PRI Port (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - DS1 Trunk (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - DS1 Trunk (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "ICB" Business Days - DS1 Trunk (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - Dedicated Transport - DS0 - (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - Dedicated Transport - DS1 - (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "3" Business Days - Dedicated Transport - DS3 - (1-10) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - Dedicated Transport - DS0 - (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - Dedicated Transport - DS1 - (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "5" Business Days - Dedicated Transport - DS3 - (11-20) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "ICB" Business Days - Dedicated Transport - DS0 - (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "ICB" Business Days - Dedicated Transport - DS1 - (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "ICB" Business Days - Dedicated Transport - DS3 - (20+) | Percent | 95% | | | | | |
| | | | | | 56 | Percent Installations Completed within "ICB" Business Days - Dedicated Transport - All other types - (20+) | Percent | 95% | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (1-10) | Percent | 95% | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (11-20) | Percent | 95% | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (20+) | Percent | 95% | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (1-10) | Percent | Diagnostic | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (11-20) | Percent | Diagnostic | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (20+) | Percent | Diagnostic | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (1-10) | Percent | Diagnostic | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (11-20) | Percent | Diagnostic | | | | | |
| | | | | | 56.1 | Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (20+) | Percent | Diagnostic | | | | | |
| | | | | | 57 | Average Response Time for Loop Make-Up Information - ADSL | MOVED TO PM 1.1 | | | | | | |

| | | | | | No. | Measure | Unit | Standard | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 57 | Average Response Time for Loop Make-Up Information - Other DSL As Required | MOVED TO PM 1.1 | | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - 8.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail POTS (Res/Bus and FW) | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - 5.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - BRI Loop with Test Access | Percent | Parity with Retail ISDN | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - ISDN BRI Port | Percent | Parity with Retail ISDN | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - DS1 Loop with Test Access | Percent | Parity with Retail DS1 | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - DS1 Dedicated Transport | Percent | Parity with Retail DS1 | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - Subtending Channel (23B) | Percent | Parity with Retail DDS | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - Subtending Channel (1D) | Percent | Parity with Retail DDS | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - Analog Trunk Port | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - Subtending Digital Direct Combination Trunks | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - DS3 Dedicated Transport | Percent | Parity with Retail DS3 | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - Dark Fiber | Percent | Parity with Retail DS3 | | | | | | |
| | | | | | 58 | Percent Ameritech Caused Missed Due Dates - DSL Loops | Percent | Parity with Ameritech Retail Equivilant | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - 8.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail POTS (Res/Bus and FW) | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - 5.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - BRI Loop with Test Access | Percent | Parity with Retail ISDN | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - ISDN BRI Port | Percent | Parity with Retail ISDN | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - DS1 Loop with Test Access | Percent | Parity with Retail DS1 | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - DS1 Dedicated Transport | Percent | Parity with Retail DS1 | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - Subtending Channel (23B) | Percent | Parity with Retail DDS | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - Subtending Channel (1D) | Percent | Parity with Retail DDS | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - Analog Trunk Port | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - Subtending Digital Direct Combination Trunks | Percent | Parity with Retail VGPL | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - DS3 Dedicated Transport | Percent | Parity with Retail DS3 | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - Dark Fiber | Percent | Parity with Retail DS3 | | | | | | |
| | | | | | 59 | Percent Trouble Reports Within 30 Days of Installation - DSL Loops | Percent | Parity with Ameritech Retail Equivilant | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Affecting Service - Resale | Percent | Parity with Retail | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Affecting Service - UNE Loop | Percent | Parity with Retail (OSP Disposition codes) | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Affecting Service - UNE Port | Percent | Parity with Retail (CO Disposition codes) | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Affecting Service - PNP | Percent | ?? | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Out of Service - Resale | Percent | Parity with Retail | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Out of Service - UNE Loop | Percent | Parity with Retail (OSP Disposition codes) | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Out of Service - UNE Port | Percent | Parity with Retail (CO Disposition codes) | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - Out of Service - PNP | Percent | ?? | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - DSL Loop | Percent | Parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is lower. | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - DSL Loop w/ port | Percent | Parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is lower. | | | | | | |
| | | | | | P-59.1 | Provisioning Trouble Reports - DSL Loop w/line sharing | Percent | Parity with SWBT DSL Retail or SWBT DSL Affiliate, whichever is lower. | | | | | | |
| | | | | | 60 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - UNEs contained in the UNE Price schedule,and/or agreed to by parties | Percent | Diagnostic | | | | | | |

| | Description | Unit | Standard |
|---|---|---|---|
| 60 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - DSL loops with Line Sharing | Percent | Diagnostic |
| 60 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - DSL loops with No Line Sharing | Percent | Diagnostic |
| 60 | Percent Ameritech Missed Due Dates Due to Lack of Facilities - Broad Band service product | Percent | Diagnostic |
| 61 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNEs contained in the UNE Price schedule,and/or agreed to by parties | Days | Diagnostic |
| 61 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - DSL loops with Line Sharing | Days | Diagnostic |
| 61 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - DSL loops with No Line Sharing | Days | Diagnostic |
| 61 | Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Broad Band service product | Days | Diagnostic |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates - 8.0 dB Loop (With and Without) Test Access | Days | Parity with Retail POTS (Res/Bus and FW) |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- 5.0 dB Loop (With and Without) Test Access | Days | Parity with Retail VGPL |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates - BRI Loop with Test Access | Days | Parity with Retail ISDN |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- ISDN BRI Port | Days | Parity with Retail ISDN |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates - DS1 Loop with Test Access | Days | Parity with Retail DS1 |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- DS1 Dedicated Transport | Days | Parity with Retail DS1 |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- Subtending Channel (23B) | Days | Parity with Retail DDS |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- Subtending Channel (1D) | Days | Parity with Retail DDS |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- Analog Trunk Port | Days | Parity with Retail VGPL |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- Subtending Digital Direct Combination Trunks | Days | Parity with Retail VGPL |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- DS3 Dedicated Transport | Days | Parity with Retail DS3 |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- Dark Fiber | Days | Parity with Retail DS3 |
| 62 | Average Delayed Days for Ameritech Caused Missed Due Dates- DSL Loops | Days | Parity with Ameritech Retail Equivilant |
| 63 | Percent SWBT Caused Missed Due Dates > 30 Days - UNEs contained in the UNE Price schedule,and/or agreed to by parties | Percent | Diagnostic |
| 63 | Percent SWBT Caused Missed Due Dates > 30 Days - DSL loops with Line Sharing | Percent | Diagnostic |
| 63 | Percent SWBT Caused Missed Due Dates > 30 Days - DSL loops with No Line Sharing | Percent | Diagnostic |
| 63 | Percent SWBT Caused Missed Due Dates > 30 Days - Broad Band service product | Percent | Diagnostic |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - 8.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - 5.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - BRI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - ISDN BRI Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |
| 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (23B) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | |

| | | | | | SBC No. | SBC Measure | Unit | SBC Standard | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (1D) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Analog Trunk Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Digital Direct Combination Trunks - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS3 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Dark Fiber - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64 | Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSL Loops - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - 8.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - 5.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - BRI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - ISDN BRI Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Channel (23B) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Channel (1D) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Analog Trunk Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Digital Direct Combination Trunks - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - DS3 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - Dark Fiber - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - DSL Loops - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| | | | | | 64.1 | Average Delay Days for Ameritech Caused Cancelled Orders - UNE - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) | Days | Diagnostic - Expectation of Parity with Retail | | | | | | | |
| **Unbundled Network Elements (UNE) - Maintenance** | | | | | **Unbundled Network Elements (UNE) - Maintenance** | | | | | **Unbundled Network Elements (UNE) - Maintenance** | | | **Unbundled Network Elements (UNE) - Maintenance** | | |
| | | | | | 65 | Trouble Report Rate - 8.0 dB Loop (With and Without) Test Access | Percent | Parity with SWBT POTS Business | | | | | | | |
| | | | | | 65 | Trouble Report Rate - 5.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail VGPL | | | | | | | |
| | | | | | 65 | Trouble Report Rate - BRI Loop with Test Access | Percent | Parity with Retail ISDN | | | | | | | |
| | | | | | 65 | Trouble Report Rate - ISDN BRI Port | Percent | Parity with Retail ISDN | | | | | | | |
| | | | | | 65 | Trouble Report Rate - DS1 Loop with Test Access | Percent | Parity with Retail DS1 | | | | | | | |
| | | | | | 65 | Trouble Report Rate - DS1 Dedicated Transport | Percent | Parity with Retail DS1 | | | | | | | |
| | | | | | 65 | Trouble Report Rate - Subtending Channel (23B) | Percent | Parity with Retail DDS | | | | | | | |
| | | | | | 65 | Trouble Report Rate - Subtending Channel (1D) | Percent | Parity with Retail DDS | | | | | | | |
| | | | | | 65 | Trouble Report Rate - Analog Trunk Port | Percent | Parity with Retail VGPL | | | | | | | |
| | | | | | 65 | Trouble Report Rate - Subtending Digital Direct Combination Trunks | Percent | Parity with Retail VGPL | | | | | | | |
| | | | | | 65 | Trouble Report Rate - DS3 Dedicated Transport | Percent | Parity with Retail DS3 | | | | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 65 | Trouble Report Rate - Dark Fiber | Percent | Parity with Retail DS3 | | | | |
| | | | | 65 | Trouble Report Rate - DSL Loops | Percent | Parity with Ameritech Retail Equivilant | | | | |
| | | | | 65 | Trouble Report Rate - DSL Loops with line sharing | Percent | Parity | | | | |
| | | | | 65 | Trouble Report Rate - DSL Loops with NO line sharing | Percent | 4.00% | | | | |
| | | | | 65 | Trouble Report Rate - Broadband service product. | Percent | ???? | | | | |
| | | | | 65.1-P | Trouble Report Rate - 8.0 dB Loop (With and Without) Test Access | Percent | Parity with SWBT POTS Business | | | | |
| | | | | 65.1-P | Trouble Report Rate - 5.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail VGPL | | | | |
| | | | | 65.1-P | Trouble Report Rate - BRI Loop with Test Access | Percent | Parity with Retail ISDN | | | | |
| | | | | 65.1-P | Trouble Report Rate - ISDN BRI Port | Percent | Parity with Retail ISDN | | | | |
| | | | | 65.1-P | Trouble Report Rate - DS1 Loop with Test Access | Percent | Parity with Retail DS1 | | | | |
| | | | | 65.1-P | Trouble Report Rate - DS1 Dedicated Transport | Percent | Parity with Retail DS1 | | | | |
| | | | | 65.1-P | Trouble Report Rate - Subtending Channel (23B) | Percent | Parity with Retail DDS | | | | |
| | | | | 65.1-P | Trouble Report Rate - Subtending Channel (1D) | Percent | Parity with Retail DDS | | | | |
| | | | | 65.1-P | Trouble Report Rate - Analog Trunk Port | Percent | Parity with Retail VGPL | | | | |
| | | | | 65.1-P | Trouble Report Rate - Subtending Digital Direct Combination Trunks | Percent | Parity with Retail VGPL | | | | |
| | | | | 65.1-P | Trouble Report Rate - DS3 Dedicated Transport | Percent | Parity with Retail DS3 | | | | |
| | | | | 65.1-P | Trouble Report Rate - Dark Fiber | Percent | Parity with Retail DS3 | | | | |
| | | | | 65.1-P | Trouble Report Rate - DSL Loops | Percent | Parity with Ameritech Retail Equivilant | | | | |
| | | | | 65.1-P | Trouble Report Rate - DSL Loops with line sharing | Percent | Parity | | | | |
| | | | | 65.1-P | Trouble Report Rate - DSL Loops with NO line sharing | Percent | 4.00% | | | | |
| | | | | 65.1-P | Trouble Report Rate - Broadband service product. | Percent | ???? | | | | |
| | | | | 66 | Percent Missed Repair Commitments - POTs type loops (2-wire analog 8.0 dB Loop) with test access | Percent | Parity with Ameritech POTS Business | | | | |
| | | | | 66 | Percent Missed Repair Commitments - DSL line sharing | Percent | Parity with Ameritech ASI for DSL line sharing | | | | |
| | | | | 67 | Mean Time to Restore - 8.0 dB Loop (With and Without) Test Access - Dispatch/No Dispatch | HH:MM | Parity with SWBT POTS Business DSL Loops | | | | |
| | | | | 67 | Mean Time to Restore - 5.0 dB Loop (With and Without) Test Access - Dispatch/No Dispatch | HH:MM | Parity with Retail VGPL | | | | |
| | | | | 67 | Mean Time to Restore - BRI Loop with Test Access - Dispatch/No Dispatch | HH:MM | Parity with Retail ISDN | | | | |
| | | | | 67 | Mean Time to Restore - ISDN BRI Port - Dispatch/No Dispatch | HH:MM | Parity with Retail ISDN | | | | |
| | | | | 67 | Mean Time to Restore - DS1 Loop with Test Access - Dispatch/No Dispatch | HH:MM | Parity with Retail DS1 | | | | |
| | | | | 67 | Mean Time to Restore - DS1 Dedicated Transport - Dispatch/No Dispatch | HH:MM | Parity with Retail DS1 | | | | |
| | | | | 67 | Mean Time to Restore - Subtending Channel (23B) - Dispatch/No Dispatch | HH:MM | Parity with Retail DDS | | | | |
| | | | | 67 | Mean Time to Restore - Subtending Channel (1D) - Dispatch/No Dispatch | HH:MM | Parity with Retail DDS | | | | |
| | | | | 67 | Mean Time to Restore - Analog Trunk Port - Dispatch/No Dispatch | HH:MM | Parity with Retail VGPL | | | | |
| | | | | 67 | Mean Time to Restore - Subtending Digital Direct Combination Trunks - Dispatch/No Dispatch | HH:MM | Parity with Retail VGPL | | | | |
| | | | | 67 | Mean Time to Restore - DS3 Dedicated Transport - Dispatch/No Dispatch | HH:MM | Parity with Retail DS3 | | | | |
| | | | | 67 | Mean Time to Restore - Dark Fiber - Dispatch/No Dispatch | HH:MM | Parity with Retail DS3 | | | | |
| | | | | 67 | Mean Time to Restore - DSL Loops - Dispatch/No Dispatch | HH:MM | Parity with Ameritech Retail Equivilant | | | | |
| | | | | 67 | Mean Time to Restore - DSL Loops - DSL Loops with Line sharing | HH:MM | Parity | | | | |
| | | | | 67 | Mean Time to Restore - DSL Loops - DSL Loops with NO Line sharing | HH:MM | 14.0 hours | | | | |
| | | | | 67 | Mean Time to Restore - DSL Loops - Broadband service product. | HH:MM | ???? | | | | |
| | | | | 68 | Percent Out of Service (OOS) < 24 Hours - 2 Wire Analog 8dB Loop | AGREED TO ELIMINATE | | | | | |
| | | | | 69 | Percent Repeat Reports - 8.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail POTS (Res/Bus and FW) | | | | |
| | | | | 69 | Percent Repeat Reports - 5.0 dB Loop (With and Without) Test Access | Percent | Parity with Retail VGPL | | | | |
| | | | | 69 | Percent Repeat Reports - BRI Loop with Test Access | Percent | Parity with Retail ISDN | | | | |
| | | | | 69 | Percent Repeat Reports - ISDN BRI Port | Percent | Parity with Retail ISDN | | | | |
| | | | | 69 | Percent Repeat Reports - DS1 Loop with Test Access | Percent | Parity with Retail DS1 | | | | |
| | | | | 69 | Percent Repeat Reports - DS1 Dedicated Transport | Percent | Parity with Retail DS1 | | | | |
| | | | | 69 | Percent Repeat Reports - Subtending Channel (23B) | Percent | Parity with Retail DDS | | | | |
| | | | | 69 | Percent Repeat Reports - Subtending Channel (1D) | Percent | Parity with Retail DDS | | | | |
| | | | | 69 | Percent Repeat Reports - Analog Trunk Port | Percent | Parity with Retail VGPL | | | | |
| | | | | 69 | Percent Repeat Reports - Subtending Digital Direct Combination Trunks | Percent | Parity with Retail VGPL | | | | |
| | | | | 69 | Percent Repeat Reports - DS3 Dedicated Transport | Percent | Parity with Retail DS3 | | | | |
| | | | | 69 | Percent Repeat Reports - Dark Fiber | Percent | Parity with Retail DS3 | | | | |

| # | Description | Unit | Benchmark |
|---|---|---|---|
| 69 | Percent Repeat Reports - DSL Loops | Percent | Parity with Ameritech Retail Equivilant |
| 69 | Percent Repeat Reports - DSL Loops - DSL Loops with Line sharing | Percent | Parity |
| 69 | Percent Repeat Reports - DSL Loops - DSL Loops with NO Line sharing | Percent | 12.00% |
| 69 | Percent Repeat Reports - DSL Loops - Broadband service product. | Percent | ???? |

**Interconnection Trunks**

| # | Description | Unit | Benchmark |
|---|---|---|---|
| 70 | Percentage of Trunk Blockage - Ameritech End Office to CLEC End Office | Percent | Dedicated Trunk Groups Not to Exceed Clocking Standard of B.01 (B.01 Standard is 1%) |
| 70 | Percentage of Trunk Blockage - Ameritech Tandem to CLEC End Office | Percent | Dedicated Trunk Groups Not to Exceed Clocking Standard of B.01 (B.01 Standard is 1%) |
| 70.1 | Trunk Blockage Exclusions | Count of Excluded Blocked calls | Diagnostic |
| 71 | Common Transport Trunk Blockage | Percent | PUC Subst. R. 23.61 (e)(5)(A) or Parity, whichever allows less blocking in a given month. |
| 72 | Distribution of Common Transport Trunk Groups > 2% | # of Trunks exceeding the threshold | Aggregate Measurement - No Benchmark Required |
| 73 | Percentage of Installations Completed Within the Customer Requested Due Date - by Market Region | Percent | 90% or agreed to expedited interval |
| 73 | Percentage of Installations Completed Within the Customer Requested Due Date - 911 | Percent | 90% or agreed to expedited interval |
| 73 | Percentage of Installations Completed Within the Customer Requested Due Date - OS/DA | Percent | 90% or agreed to expedited interval |
| 73 | Percentage of Installations Completed Within the Customer Requested Due Date - SS7 | Percent | 90% or agreed to expedited interval |
| 73 | Percentage of Installations Completed Within the Customer Requested Due Date - Interconnection trunks | Percent | 90% or agreed to expedited interval |
| 73.1 | Percentage Held Interconnection Trunks - By Market Region 30,60,90 days | Percent | Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days. |
| 73.1 | Percentage Held Interconnection Trunks - Interconnection | Percent | Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days. |
| 73.1 | Percentage Held Interconnection Trunks - 911 | Percent | Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days. |
| 73.1 | Percentage Held Interconnection Trunks - OS/DA | Percent | Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days. |
| 73.1 | Percentage Held Interconnection Trunks - SS7 | Percent | Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days. |
| 74 | Average Delayed Days for Missed Due Dates - By Market Region | Days | Parity with Ameritech Interoffice Facility Trunks |
| 74 | Average Delayed Days for Missed Due Dates - Interconnection | Days | Parity with Ameritech Interoffice Facility Trunks |
| 74 | Average Delayed Days for Missed Due Dates - 911 | Days | Parity with Ameritech Interoffice Facility Trunks |
| 74 | Average Delayed Days for Missed Due Dates - OS/DA | Days | Parity with Ameritech Interoffice Facility Trunks |
| 74 | Average Delayed Days for Missed Due Dates - SS7 | Days | Parity with Ameritech Interoffice Facility Trunks |
| 75 | Percentage Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - By Market Region | Percent | No More than 2% interconnection trunk orders completed > 30 Days |
| 76 | Average Trunk Restoration Interval - By Market Region | HH:MM | Parity |
| 76 | Average Trunk Restoration Interval - 911 | HH:MM | Parity |
| 76 | Average Trunk Restoration Interval - OS/DA | HH:MM | Parity |
| 76 | Average Trunk Restoration Interval - SS7 | HH:MM | Parity |

| | | | | | | No. | Measure | Unit | Value | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 76 | Average Trunk Restoration Interval - Interconnection Trunks | HH:MM | Parity | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - Tandem Trunk Groups | HH:MM | 1 Hour | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non-Tandem Trunk Groups | HH:MM | 2 Hours | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - By Market Region | HH:MM | ???? | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - 911 | HH:MM | ???? | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA | HH:MM | ???? | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 | HH:MM | ???? | | | | | | | | |
| | | | | | | 77 | Average Trunk Restoration Interval for Service Affecting Trunk Groups - Interconnection Trunks | HH:MM | ???? | | | | | | | | |
| | | | | | | 78 | Average Interconnection Trunk Installation Interval - Interconnection Trunks | HH:MM | 20 Days | | | | | | | | |
| | | | | | | 78 | Average Interconnection Trunk Installation Interval - SS7 Links | HH:MM | 20 Days | | | | | | | | |
| | | | | | | 78 | Average Interconnection Trunk Installation Interval - OS/DA | HH:MM | 20 Days | | | | | | | | |
| | | | | | | 78 | Average Interconnection Trunk Installation Interval - 911 Trunks By Market Region | HH:MM | 20 Days | | | | | | | | |
| **Interim Number Portability (INP)** | | | | | | **Interim Number Portability (INP)** | | | | | | **Interim Number Portability (INP)** | | | | **Interim Number Portability (INP)** | |
| | | | | | | 87 | Technically Infeasible | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 88 | Technically Infeasible | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 89 | Technically Infeasible | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 90 | Technically Infeasible | AGREED TO ELIMINATE | | | | | | | | | |
| **Local Number Portability** | | | | | | **Local Number Portability** | | | | | | **Local Number Portability** | | | | **Local Number Portability** | |
| | | | | | | 91 | Percentage of LNP Only Due Dates within Industry Guidelines - NXXs Completed (1-30 TNs), (>30 TNs) | Percent | 96.5% | | | | | | | | |
| | | | | | | 91 | Percentage of LNP Only Due Dates within Industry Guidelines - NXXs Partial (1-30 TNs), (>30 TNs) | Percent | 96.5% | | | | | | | | |
| | | | | | | 92 | Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour Timer (T2) Timer | Percent | 96.5% | | | | | | | | |
| | | | | | | 93 | Percentage of Customer Accounts Restructured by the LNP Due Date | Percent | 96.5% | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 24 Hours - Manually Submitted - Simple Res and Bus LNP Only (1-19 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 24 Hours - Manually Submitted - LNP with Loop (1-19 loops) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Manually Submitted - Simple Res and Bus LNP Only (20+ lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Manually Submitted - LNP with Loop (20+ loops) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 24 Hours - Manually Submitted - LNP Complex Business (1-19 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Manually Submitted - LNP Complex Business (20-50 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within "X" Hours - Manually Submitted - LNP Complex Business (50+ lines) - "X" Being Negotiated with Notification of Timeframe within 24 Hours | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 5 Hours - Electronically Submitted - Simple Res and Bus LNP Only (1-19 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 5 Hours - Electronically Submitted - LNP with Loop (1-19 loops) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Electronically Submitted - Simple Res and Bus LNP Only (20+ lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Electronically Submitted - LNP with Loop (20+ loops) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 24 Hours - Electronically Submitted - LNP Complex Business (1-19 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within 48 Hours - Electronically Submitted - LNP Complex Business (20-50 lines) | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 94 | Percentage FOCs Received within "X" Hours - Electronically Submitted - LNP Complex Business (50+ lines) - "X" Being Negotiated with Notification of Timeframe within 24 Hours | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 95 | Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes - LNP Only | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 95 | Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes - LNP with Loop | AGREED TO ELIMINATE | | | | | | | | | |
| | | | | | | 96 | Percentage Pre-Mature Disconnects for LNP Orders - LNP Only | Percent | 2% or Less Pre-Mature Disconnects starting 10 minutes before scheduled due time. | | | | | | | | |

| ROC - USW - V1.4 | | | | | "Negotiated" - SBC - V1.7 | | | | CA Verizon 44 - GTE - JPSA 9/7/99 | | | CA Verizon 44 - PacBELL - JPSA 9/7/99 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 96 | Percentage Pre-Mature Disconnects for LNP Orders - LNP with Loop | Percent | 2% or Less Pre-Mature Disconnects starting 10 minutes before scheduled due time. | | | | | |
| | | | | | 97 | Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP Only | Percent | 96.5% | | | | | |
| | | | | | 97 | Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP with Loop | Percent | 96.5% | | | | | |
| | | | | | 98 | Percentage Stand Alone LNP I-Reports in 10 Days | Percent | Parity with SWBT Retail POTS - No Field Work | | | | | |
| | | | | | 99 | Average Delayed Days for SWBT Missed Due Dates for Stand Alone LNP Orders | Days | Parity with SWBT Retail POTS - No Field Work | | | | | |
| | | | | | 100 | Average Time of Out of Service for LNP Conversions | HH:MM | 60 Minutes unless a different industry guideline is established that will override the benchmark referenced here. | | | | | |
| | | | | | 101 | Percent Out of Service < 60 Minutes | Percent | 96.5% | | | | | |
| | | | | | | | | | | | | | |
| **911 Measurements** | | | | | **911 Measurements** | | | | **911 Measurements** | | | **911 Measurements** | |
| | | | | | | | | | | | | | |
| | | | | | 102 | Average Time to Clear Errors | HH:MM | Parity | | | | | |
| | | | | | 103 | Percent Accuracy for 911 Database Updates (Facilities Based Providers) | Percent | Parity | | | | | |
| | | | | | 104 | Average Time Required to Update 911 database (Facilities Based Providers) | HH:MM | Parity | | | | | |
| | | | | | 104.1-P | The average time it takes to unlock the 911 record | HH:MM | Diagnostic | | | | | |
| | | | | | | | | | | | | | |
| **Poles, Conduit and Rights of Way** | | | | | **Poles, Conduit and Rights of Way** | | | | **Poles, Conduit and Rights of Way** | | | **Poles, Conduit and Rights of Way** | |
| | | | | | 105 | Percentage of requests processed within 35 Days | Percent | 90% within 35 Days | | | | | |
| | | | | | 106 | Average Days Required to Process a Request | Days | 90% within 35 days - Benchmark will be established during the 6 month review. | | | | | |
| | | | | | | | | | | | | | |
| **Collocation** | | | | | **Collocation** | | | | **Collocation** | | | **Collocation** | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Caged | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Shared Cage | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Caged Common | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Cageless | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Virtual | Percent | 95% within Due Date | | | | | |
| | | | | | 107 | Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. | Percent | 95% within Due Date | | | | | |
| | | | | | 107.1-P | Percentage Missed Collocation Application Response Due Dates - Caged,Shared Cage,Caged Common,Cageless,Adjacent OnSite,Adjacent OffSite,Augments to Physical Collocation,Virtual,Augments to Virtual. | AGREED TO ELIMINATE | | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Caged | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Shared Cage | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Caged Common | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Cageless | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Augments to Physical Collocation | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 108 | Average Delay Days for SWBT Missed Due Dates - Augments to Virtual | Days | 10% of the tarriffed Intervals. | | | | | |
| | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Caged | Percent | 90% within the tariff timeline. | | | | | |

| | | | | | | No. | Measure | Unit | Benchmark | No. | Measure | Unit | Benchmark | No. | Measure | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Shared Cage | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Shared Cage | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Caged Common | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Cageless | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Adjacent OnSite | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Adjacent OffSite | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Augments to Physical Collocation | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Virtual | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | 109 | Percent of Requests Processed Within the Tariffed Timeliness - Augments to Virtual | Percent | 90% within the tariff timeline. | | | | | | | |
| | | | | | | | | | | 40 | Time to Respond to a Collocation Request - Space Availability | Percent | 100% in 15 Days | 40 | Time to Respond to a Collocation Request - Space Availability | Percent |
| | | | | | | | | | | 40 | Time to Respond to a Collocation Request - Price and Schedule Quote | Percent | 100% in 30 Days | 40 | Time to Respond to a Collocation Request - Price and Schedule Quote | Percent |
| | | | | | | | | | | 41 | Time to Provide a Collocation Arrangement - New | Percent | 90% in 90 Days | 41 | Time to Provide a Collocation Arrangement - New | Percent |
| | | | | | | | | | | 41 | Time to Provide a Collocation Arrangement - Augment | Percent | 100% in 80 Days | 41 | Time to Provide a Collocation Arrangement - Augment | Percent |
| **Coordinated Conversions** | | | | | | **Coordinated Conversions** | | | | **Coordinated Conversions** | | | | **Coordinated Conversions** | | |
| | | | | | | 114 | Percentage of Premature Disconnects for CHC - LNP with Loop | Percent | ≤ 2% | | | | | | | |
| | | | | | | 114 | Percentage of Premature Disconnects for FDT - LNP with Loop Lines | Percent | ≤ 2% | | | | | | | |
| | | | | | | 114.1 | CHC/FDT LNP with Loop Provisioning Interval - CHC - LNP with Loop - (<10 lines) | Percent | For < 10 Lines = 90% w/in 1 hr.    For 10-24 lines = 90% w/in 2 hrs. | | | | | | | |
| | | | | | | 114.1 | CHC/FDT LNP with Loop Provisioning Interval - CHC - LNP with Loop - (10-24 lines) | Percent | For < 10 Lines = 90% w/in 1 hr.    For 10-24 lines = 90% w/in 2 hrs. | | | | | | | |
| | | | | | | 114.1 | CHC/FDT LNP with Loop Provisioning Interval - FDT - LNP with Loop - (<10 lines) | Percent | For < 10 Lines = 90% w/in 1 hr.    For 10-24 lines = 90% w/in 2 hrs. | | | | | | | |
| | | | | | | 114.1 | CHC/FDT LNP with Loop Provisioning Interval - FDT - LNP with Loop - (10-24 lines) | Percent | For < 10 Lines = 90% w/in 1 hr.    For 10-24 lines = 90% w/in 2 hrs. | | | | | | | |
| | | | | | | 115 | Percent Provisioning Trouble Reports - CHC | Percent | ≤ 5% on the day of conversion or before noon the next business day. | | | | | | | |
| | | | | | | 115 | Percent Provisioning Trouble Reports - FDT | Percent | ≤ 5% on the day of conversion or before noon the next business day. | | | | | | | |
| | | | | | | 115.1-P | Mean Time to Restore - CHC | HH:MM | 8.0 dB Loop w/Test Access = Parity with POTS (Res/Bus) 8.0 dB Loop without Testt Access = Parity with POTS (Res/Bus NFW)   5.0 dB Loop with Test Access and without Test Access = Parity with SWBT Non Switched VGPL | | | | | | | |
| | | | | | | 115.1 | Mean Time to Restore - FDT | HH:MM | 8.0 dB Loop w/Test Access = Parity with POTS (Res/Bus) 8.0 dB Loop without Testt Access = Parity with POTS (Res/Bus NFW)   5.0 dB Loop with Test Access and without Test Access = Parity with SWBT Non Switched VGPL | | | | | | | |
| | | | | | | 115.2 | Mean Time to Restore - Provisioning Trouble Report - CHC | HH:MM | No Benchmark. To be reviewed at 6 month review | | | | | | | |
| | | | | | | 116 | Percentage of Missed Mechanized INP Conversions | AGREED TO ELIMINATE | | | | | | | | |
| | | | | | | | | | | 9 | Coordinated Customer Conversions as a Percentage on Time - Res | Percent | Retail - Res | 9 | Coordinated Customer Conversions as a Percentage on Time - Res | Percent |

| ROC ID | ROC Measure | Unit | Std | SBC ID | SBC Measure | Unit | Std | GTE ID | GTE Measure | Unit | Std | PB ID | PB Measure | Unit |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | 9 | Coordinated Customer Conversions as a Percentage on Time - Bus | Percent | Retail - Bus | 9 | Coordinated Customer Conversions as a Percentage on Time - Bus | Percent |
| | | | | | | | | 9 | Coordinated Customer Conversions as a Percentage on Time - PNP-Port Out | Percent | Retail - PNP-Port In/Back | 9 | Coordinated Customer Conversions as a Percentage on Time - PNP-Port Out | Percent |
| **NXX Measures** | | | | **NXX Measures** | | | | **NXX Measures** | | | | **NXX Measures** | | |
| NP-1 | NXX Code Activation | Percent | Parity | 117 | Percent NXXs loaded and tested by the LERG effective Date | Percent | Parity | 26 | NXX Loaded by LERG Effective Date | Percent | Parity | 26 | NXX Loaded by LERG Effective Date | Percent |
| | | | | 118 | Average Delayed Days for NXX Loading and Testing | Days | Parity | | | | | | | |
| | | | | 119 | Mean Time to Repair | AGREED TO ELIMINATE | | | | | | | | |
| **Bona Fide/Special Request Process (BFRs)** | | | | **Bona Fide/Special Request Process (BFRs)** | | | | **Bona Fide/Special Request Process (BFRs)** | | | | **Bona Fide/Special Request Process (BFRs)** | | |
| | | | | 120 | Percentage of Requests Processed Within 30 Business Days | Percent | 90% | | | | | | | |
| | | | | 121 | Percentage of Quotes Provided for Authorized BFRs/Special Requests within "10" Days - New Network Elements that are operational at the time of the request | Percent | 90% | | | | | | | |
| | | | | 121 | Percentage of Quotes Provided for Authorized BFRs/Special Requests within "30" Days - New Network Elements that are Ordered by the FCC | Percent | 90% | | | | | | | |
| | | | | 121 | Percentage of Quotes Provided for Authorized BFRs/Special Requests within "90" Days - New Network Elements | Percent | 90% | | | | | | | |
| | | | | 122 | Percent of Manual LVAS Updates Completed with "X hours | AGREED TO ELIMINATE | | | | | | | | |
| | | | | 123-P | Percent of Timely and Complaint Change Management Notices | Percent | 90% | | | | | | | |
| | | | | 124 | Timely resolution of significant Software Failures related with Releases (Percent with 48hrs) | Percent | 95% | | | | | | | |
| | | | | 124 NEW | Percent of Updates in 24 hrs to Line Information Database - LD PIC (UNE-P and LVAS) | Percent | 98% | | | | | | | |
| | | | | 124 NEW | Percent of Updates in 24 hrs to Line Information Database - INTRALATA PIC (UNE-P and LVAS) | Percent | 98% | | | | | | | |
| | | | | 125 | Percent Line Information Database Update Accuracy | AGREED TO ELIMINATE | | | | | | | | |
| | | | | 126 | Potential Special Construction Measure | | | | | | | | | |
| | | | | 127 | Potential Special Construction Measure | | | | | | | | | |
| | | | | 128 | Potential Special Construction Measure | | | | | | | | | |
| | | | | 129 | Potential Special Construction Measure | | | | | | | | | |
| | | | | 130 | Potential Special Construction Measure | | | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - POTS - Business | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - POTS - Residence | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - POTS - Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - POTS - Non-Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - Resale Specials - Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - Resale Specials - Non-Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - Unbundled Loops | Percent | Diagnostic - Expectation of Parity with Retail POTS with Field Work | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - LNP with Loop | Percent | Diagnostic - Expectation of Parity with Retail POTS with Field Work | | | | | | | |
| | | | | MI - 1 | Percentage of Orders Given Jeopardy Notices - UNE Combos | Percent | Diagnostic - Expectation of Parity with Retail POTS (all) | | | | | | | |
| | | | | MI - 2 | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - POTS - Business | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - POTS - Residence | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - POTS - Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - POTS - Non-Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - Resale Specials - Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - Resale Specials - Non-Field Work | Percent | Diagnostic - Expectation of Parity with Retail POTS | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - Unbundled Loops | Percent | Diagnostic - Expectation of Parity with Retail POTS with Field Work | | | | | | | |
| | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - LNP with Loop | Percent | Diagnostic - Expectation of Parity with Retail POTS with Field Work | | | | | | | |

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| | | | | | | Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date UNE Combos | Percent | Diagnostic - Expectation of Parity with Retail POTS (all) | | | | | | |
| | | | | | MI - 3 | Coordination Conversions Outside of Interval - Unbundled Loops | Percent | Diagnostic | | | | | | |
| | | | | | MI - 4 | Average Time to Provide a Collocation Arrangement - Physical Collocation | Days | Diagnostic | | | | | | |
| | | | | | MI - 5 | Structure Requests Completed Outside of Interval - Information Access | Percent | Diagnostic | | | | | | |
| | | | | | MI - 5 | Structure Requests Completed Outside of Interval - Field Survey | Percent | Diagnostic | | | | | | |
| | | | | | MI - 5 | Structure Requests Completed Outside of Interval - Make Ready | Percent | Diagnostic | | | | | | |
| | | | | | MI - 9 | Percent Missing FOCs - Resale | Percent | Diagnostic | | | | | | |
| | | | | | MI - 9 | Percent Missing FOCs - UNE (Loops, LNP, and LSNP) | Percent | Diagnostic | | | | | | |
| | | | | | MI - 9 | Percent Missing FOCs - UNE-P | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - Address Verification | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - Request for Telephone Number | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - Request for CSR | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - Service Availbility | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - Dispatch Required | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - PIC | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - FAC/SAV | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - DSL Loop Qualification | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - NC/NCI | Percent | Diagnostic | | | | | | |
| | | | | | MI - 10 | Percent Time-Out Transactions - CFA Availability | Percent | Diagnostic | | | | | | |
| | | | | | MI - 11 | Average Interface Outage Notification | HH:MM | Diagnostic | | | | | | |
| | | | | | MI - 12 | Average Time to Clear Service Order Errors - Resale | Days | Parity | | | | | | |
| | | | | | MI - 12 | Average Time to Clear Service Order Errors - UNE-P | Days | Parity | | | | | | |
| | | | | | MI - 13 | Percentage Loss Notification w/in 1 Hour of Service Order Completion - Resale | Percent | 95% within one hour | | | | | | |
| | | | | | MI - 13 | Percentage Loss Notification w/in 1 Hour of Service Order Completion - UNE Loops | Percent | 95% within one hour | | | | | | |
| | | | | | MI - 13 | Percentage Loss Notification w/in 1 Hour of Service Order Completion - LNP | Percent | 95% within one hour | | | | | | |
| | | | | | MI - 13 | Percentage Loss Notification w/in 1 Hour of Service Order Completion - UNE-P | Percent | 95% within one hour | | | | | | |
| | | | | | MI - 14 | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - Resale Manual - < 1 Calendar Day | Percent | 95% within the specified interval | | | | | | |
| | | | | | | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - Resale Electronic - < 1 Hour | Percent | 95% within the specified interval | | | | | | |
| | | | | | | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE Loops Manual - < 1 Calendar Day | Percent | 95% within the specified interval | | | | | | |
| | | | | | | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE Loops Electronic < 1 Hour | Percent | 95% within the specified interval | | | | | | |
| | | | | | | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE P Manual - < 1 Calendar Day | Percent | 95% within the specified interval | | | | | | |
| | | | | | | Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE P Electronic - < 1 Hour | Percent | 95% within the specified interval | | | | | | |
| | | | | | MI - 15 | Change Management - Changes to Existing Interfaces - Category 1 - Gateway > 110 Days | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | | | | |
| | | | | | MI - 15 | Change Management - Changes to Existing Interfaces - Category 2 - GUI > 14 Days | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | | | | |

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| MI - 15 | Change Management - Introduction of New Interfaces - Category 1 - Gateway > 110 Days | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 15 | Change Management - Introduction of New Interfaces - Category 2 - GUI > 14 Days | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 15 | Change Management - Retirements of Existing Interfaces - Group A - Retail Interfaces > 12 Months | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 15 | Change Management - Retirements of Existing Interfaces - Group B - Wholesale Interfaces | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 15 | Change Management - Retirements of Existing Interfaces - Category 1 - Gateway > 24 Months | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 15 | Change Management - Retirements of Existing Interfaces - Category 1 - GUI > 12 Months | Percent | > 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process | | | |
| MI - 16 | Percentage Rejected Query Notices - Address Verification | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - Request for Telephone Number | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - Request for CSR | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - Service Availbility | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - Dispatch Required | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - PIC | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - FAC/SAV | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - DSL Loop Qualification | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - NC/NCI | Percent | Diagnostic | | | |
| MI - 16 | Percentage Rejected Query Notices - CFA Availability | Percent | Diagnostic | | | |

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| Parity with Centrex |
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| Parity with POTS Business (fielded) |
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| Parity with Retail Services (Outside Plant Disposition Codes) |

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| Parity with Retail Services (Outside Plant Disposition Codes) |
| Parity with Retail Services (Central Office Disposition Codes) |
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| Parity with POTS - Business Fielded |
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| 5 Hours |
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| 10 Hours |
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